



DSWD

Department of Social Welfare and Development

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

**CITIZEN'S CHARTER HANDBOOK
6TH EDITION**

2022



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

- D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;
- S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;
- W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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

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

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

TABLE OF CONTENTS

I. MANDATE:	IV
II. VISION:	IV
III. MISSION:	IV
IV. SERVICE PLEDGE:	IV
V. LIST OF SERVICES	XIV

FRONTLINE SERVICES

ADMINISTRATIVE SERVICE

1. Issuance of Gate Pass for Service Providers and Suppliers	24
2. Issuance of Property Clearance for Separated Officials and Employees.....	26
3. Receiving Request for Information	28

AGENCY OPERATIONS CENTER

1. Handling of 8888 Complaints and Grievances (Group: Program wide / Division wide).....	32
------------------------------------------------------------------------------------------	----

DISASTER RESPONSE MANAGEMENT BUREAU

1. DSWD Disaster Data Request Processing	35
------------------------------------------------	----

DISASTER RESPONSE MANAGEMENT GROUP

1. Processing of Relief Augmentation Request by DSWD Field Offices	38
2. Processing of FNI Augmentation Request from DSWD Field Offices.....	40
3. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices	42

FINANCE AND MANAGEMENT SERVICE

1. Processing of BIR Form 2322 (Certificate of Donation)46
2. Processing of Request for Accounting Certification of Former DSWD Employees.....49

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE

1. Issuance of Service Record to Separated Officials and Employees55
2. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees57
3. Issuance of Certificate of Employment to separated Officials, Employees and Contract of Service Workers59
4. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees.....61

INTERNAL AUDIT SERVICE

1. Provision of Internal Audit Reports (IARs) for External Stakeholders65
2. Benchmarking by Other Government Agencies66

INTERNATIONAL SOCIAL SERVICES OFFICE

1. Social Welfare Services to Distressed Overseas Filipinos and their Families in the Philippines .69
 - a. Social Welfare Services to Overseas Filipinos at Post..... 69
 - b. Social Welfare Services to Returned Overseas Filipinos at Philippine Airports 72
 - c. Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels 76

KAPIT-BISIG LABAN SA KAHIRAPAN COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM

1. Eligibility Assessment for the Balik Probinsya, Bagong Pag-asa Program.....80

LEGAL SERVICE

1. Rendering Legal Opinion and Advice on Matters Brought by External Clients83

NATIONAL HOUSEHOLD TARGETTING OFFICE

1. Walk-in Name Matching Data Process89

2. Data Sharing - Name Matching.....	90
3. Data Sharing - List of Data Subjects.....	94
4. Data Sharing - Statistics/Raw Data Request.....	98

NATIONAL RESOURCE AND LOGISTICS MANAGEMENT BUREAU

1. Local In-Kind Donations Facilitations	102
------------------------------------------------	-----

PANTAWID PAMILYA PILIPINO PROGRAM

1. Grievance Intake and Response	105
2. Request for 4Ps Data.....	108

POLICY DEVELOPMENT AND PLANNING BUREAU

1. Approval for the conduct of Research Study & Acquiring Primary Data from DSWD Officials/ Personnel, beneficiaries, and clients (Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions).....	113
2. Obtaining Social Welfare and Development (SWD) Data and Information	116

PROGRAM MANAGEMENT PROGRAM

1. Securing Travel Clearance for Minors Travelling Abroad	121
2. Application for Solo Parent Welfare Program	126
3. Auxiliary Social Services to Persons with Disabilities:.....	132
4. Case Management in Center and Residential Care Facility	134
5. Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries	142
6. Implementation of Assistance to Individual in Crisis Situations (AICS) at Central Office and to Field Offices	145
7. Implementation of Assistance to Individual in Crisis Situations in Social Welfare Assistance Desk Offices	154
9. Implementation of the Supplementary Feeding Program	164
10. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA).....	169
11. Licensing of Foster Parents	177

12. Placement of Children to Foster Parents	181
13. PLHIV Referral for Care and Support Services	185
14. Processing of Adoption Application and Placement	188
15. Provision of Assistance to Clients of the Vocational Rehabilitation Centers	198
16. Provision of Assistance to Person living with HIV (PLHIV)	206
17. Procedure for Social Pension Provision to Indigent Senior Citizens (SPISC)	212
18. Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP)	217
19. Provision of Centenarian Gifts to Centenarian	220

STANDARDS BUREAU

1. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity	226
2. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit	231
3. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity	237
4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit	246
5. Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than one Region	257
6. Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region	262
7. Licensing of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than One Region	267
8. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region	278
9. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)	288
10. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region	295
11. Accreditation of Civil Society Organizations to Implement DSWD Projects and/or Programs using DSWD Funds	307

12. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP).....	311
13. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized.....	312
14. Accreditation of Pre-Marriage Counselors	315
15. Endorsement of Duty-Exempt Importation of Donations to SWDAS	320
16. Accreditation of Social Workers Managing Court Cases (SWMCCS)	325
17. Implementation of Government Internship Program (GIP)	331

SUSTAINABLE LIVELIHOOD PROGRAM

1. Referral Management Process for SLP - NPMO	335
2. Grievance Management Process for SLP - NPMO	337
3. Referral Management Process for SLP - RPMO	340
4. Grievance Management Process for SLP - RPMO	343

SOCIAL MARKETING SERVICES

1. Facilitation of Media Interview	350
------------------------------------------	-----

SOCIAL TECHNOLOGY BUREAU

1. Provision of Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs).....	354
2. Provision of Technical Assistance Along Social Technology Development or Sectoral Concerns 357	
3. Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)	360

SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU

1. Availment of Accommodation at SWADCAP Guest Rooms	365
2. SWADCAP Function Room Reservation by External Stakeholders.....	367
3. Provision of Resource Person to DSWD Intermediaries and Stakeholders.....	368

NON- FRONTLINE SERVICES

ADMINISTRATIVE SERVICE

1. Issuance of Sticker Pass	372
2. Transfer of Property Accountability	374
3. Surrender / Turnover of Property and Cancellation of Property Accountability	376
4. Recording, Documentation, and Issuance of Expendable or Consumable Supplies	378
5. Re-issuance of Equipment and Semi-Expendable Supplies.....	379
6. Provision of Technical Assistance on Property and Supply Management	381
7. Facilitation of Request for Relief from Property Accountability from Commission on Audit	382
8. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement	386
9. Request for Air Transport Service	388
10. Request for Use and Monitoring of Vehicle	389
11. Request for DSWD Dormitory Accommodation	390
12. Request for Use of DSWD Conference Room	392
13. Request for Technical Assistance Related to Building and Facility Maintenance	393
14. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices	397
15. Facilitation of Request for Relief from Property Accountability from Commission on Audit	406

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE

1. Issuance of Service Record to Current Officials and Employees	422
2. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers	423
3. Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Current Officials and Employees.....	424
4. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees	426
5. Certification of Performance Ratings	427

INTERNAL AUDIT SERVICE

1. Provision of Internal Audit Reports (IARs) for Internal Stakeholders.....	430
2. Use of Conference Room.....	431

INFORMATION COMMUNICATION TECHNOLOGY MANAGEMENT SERVICE

1. ICT Support Services	434
a. Information Systems Development.....	434
b. Project Management and Facilitation	435
c. Management of Change Request	436
d. VPN Connection Issue Resolution/Escalation	438
e. Virus or Malware Issue	439
f. Application Vulnerability Assessment.....	441
g. Information Security Incident Management.....	441
h. Website and Domain Provision.....	443
i. Server Provisioning	444
j. Active Directory Account Provisioning	445
k. Active Directory Account VPN Access	448
l. Systems Patching.....	449
m. Datacenter Entry	450
n. DNS Update	452
o. Master Data Management (Database Development).....	453
p. Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases).....	455
q. Data Visualization	455
r. Database Support	457
s. GIS Support.....	457
t. Incident Requests on ICT Hardware and Software	459
u. ICT Technical Specification Request	460
v. Request for Evaluation ICT Hardware and Software	460
w. Assessed as Activity/Training Support	461
x. Technical Assistance for VOIP.....	462
y. Technical Assistance for Webconference/Livestream	462
z. Wide Area Network.....	463
aa. Network (Wired and Wireless).....	464
bb. ICT Support Ticketing System	465
cc. Wireless Service (Wiserv).....	467

INTERNATIONAL SOCIAL SERVICES OFFICE

1. Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISSO FO Focal Persons	469
--------------------------------------------------------------------------------------------------------------------	-----

KAPIT-BISIG LABAN SA KAHIRAPAN COMPREHENSIVE AND INTEGRATED DELIVERY OF SOCIAL SERVICES NATIONAL COMMUNITY-DRIVEN DEVELOPMENT PROGRAM

1. Request for Procurement Approval for KC-NCDDP	473
2. Request for Technical Approval for KC-NCDDP	475
3. Concurrence of LGU Engagement.....	478

LEGAL SERVICE

1. Issuance of Online Certificate of No Pending Administrative Cases Certificate of No Pending Administrative Cases (CENOPAC).....	482
------------------------------------------------------------------------------------------------------------------------------------	-----

NATIONAL HOUSEHOLD TARGETTING OFFICE

1. Data Sharing with DSWD OBSUs - Name Matching.....	486
2. Data Sharing with DSWD OBSUs - List of Data Subjects.....	489
3. Data Sharing with DSWD OBSUs - Statistics/Raw Data Request.....	491

PANTAWID PAMILYA PILIPINO PROGRAM

1. Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity	495
----------------------------------------------------------------------------------------------------	-----

PROGRAM MANAGEMENT PROGRAM

1. Securing Travel Clearance Blue Cards	498
2. Enhancement of Policy Development for Program Management Bureau's Programs and Services:	499
3. Provision of Technical Assistance of Program Management Bureau to Field Offices	502

PROCUREMENT MANAGEMENT SERVICE

1. Competitive Bidding / Public Bidding	512
2. Procurement under Small Value Procurement.....	521
3. Procurement under Lease of Real Property and Venue.....	526
4. Procurement under Shopping under Section 52.1 (B).....	530

5. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services	535
6. Procurement under Highly Technical Consultant	539
7. Procurement under Agency to Agency	543
8. Procurement under Direct Contracting	547
9. Procurement under Repeat Order	552
10. Procurement under Two (2) Failed Biddings	556
11. Procurement under Emergency Cases	561
12. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets.....	566

RESOURCE GENERATION MANAGEMENT OFFICE

1. Timely and harmonized accessing of TA and other resources	572
--------------------------------------------------------------------	-----

SOCIAL MARKETING SERVICES

1. Provision of Technical Assistance	575
a. Technical Assistance for Branding Designs	575
b. Technical Assistance For Messages and Foreword	577

SOCIAL WELFARE INSTITUTIONAL DEVELOPMENT BUREAU

1. Endorsement of Continuing Professional Development Application and Completion Report	580
2. SWADCAP Activity Reservation by DSWD Employees	584
3. KEC Function Room Reservation and Use	586
4. Borrowing of KEC Materials and Collections	587

FEEDBACK AND COMPLAINTS MECHANISM.....589

LIST OF OFFICES612

V. List of Services

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
AS	Physical Count of Property, Plant and Equipment (PPE)	Service provided both in central office and field offices	n/a	NFL
	Recording, Documentation and Issuance of Expendable or Consumable Supplies	Service provided both in central office and field offices	n/a	NFL
	Recording, Documentation and Issuance of PPE and Semi-Expendable Properties	Service provided both in central office and field offices	n/a	NFL
	Request for Technical Assistance for Repair and Maintenance	Service provided both in central office and field offices	n/a	NFL
	Request for Use and Monitoring of Vehicle	Service provided both in central office and field offices	n/a	NFL
	Surrender/Turnover of Property and Cancellation of Property Accountability	Service provided both in central office and field offices	n/a	NFL
	Transfer of Property Accountability	Service provided both in central office and field offices	n/a	NFL
	Facilitation of Request for Relief from Property Accountability from Commission on Audit	Service provided both in central office and field offices	n/a	NFL
	Facilitation of Request for Relief from Property Accountability through Reimbursement/Replacement	Service provided both in central office and field offices	n/a	NFL
	Issuance of Gate Pass for Service Providers and Suppliers	Service provided both in central office and field offices	n/a	FL
	Issuance of Property Clearance for Separated Official and Employees	Service provided both in central office and field offices	n/a	FL
	Issuance of Sticker Pass	Service provided both in central office and field offices	n/a	NFL
	Provision of Technical Assistance on Property and Supply Management	Service provided both in central office and field offices	n/a	NFL
	Receiving Request for Information	Service provided in central office only	n/a	FL
	Re-issuance of Equipment and Semi-expendable Supplies	Service provided both in central office and field offices	n/a	NFL
	Request for Air Transport Service	Service provided both in central office and field offices	n/a	NFL
	Request for DSWD Dormitory Accommodation	Service provided both in central office and field offices	n/a	NFL
	Request for Technical Assistance for Special Sanitation and Disinfection of the Offices	Service provided both in central office and field offices	n/a	NFL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Request for the Use of DSWD Conference Room	Service provided both in central office and field offices	n/a	NFL
AOC	Handling of 8888 Complaints and Grievances (Group: Program wide/Division Wide)	Service provided both in central office and field offices	n/a	FL
DRMB	DSWD Disaster Data Request Processing	Service provided in central office only	n/a	FL
DRMG	Processing of Relief Augmentation Request by DSWD Field Offices	Service provided in all field offices	n/a	FL
	Processing of FNI Augmentation Request from Field Offices	Service provided in central office only	CO-DRMB	FL
	Resource and Logistics Mobilization of FNIs to the DSWD Field Offices	Service provided in selected offices in central office and field offices	CO- DRMB / NRLMB	FL
FMS	Processing of BIR Form 2322 : Certificate of Donation	Service provided both in central office and field offices	n/a	FL
	Processing of Request for Accounting Certifications for Former DSWD Employees	Service provided both in central office and field offices	n/a	FL
HRMDS	Certification of Performance Rating	Service provided both in central office and field offices	n/a	NFL
	Issuance of Completed Central Office Clearance Certificate from Money, Property and Legal Accountabilities (CO Clearance) to Separated Officials and Employees	Service provided both in central office and field offices	n/a	FL
	Issuance of Certificate of Employment to current officials, employees and Contract of Service Workers	Service provided both in central office and field offices	n/a	NFL
	Issuance of Certificate of Leave Credits to current officials and employees	Service provided both in central office and field offices	n/a	NFL
	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to current officials and employees	Service provided both in central office and field offices	n/a	NFL
	Issuance of Service Record to current Officials and Employees	Service provided both in central office and field offices	n/a	NFL
	Issuance of Service Record to Separated Officials and Employees	Service provided both in central office and field offices	n/a	FL
	Issuance of Certificate of Employment to Separated Officials, Employees, and Contract of Service Workers	Service provided both in central office and field offices	n/a	FL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Issuance of Certificate of Leave Without Pay (LWOP)/No LWOP to Separated Officials and Employees	Service provided both in central office and field offices	n/a	FL
IAS	Benchmarking by Other Government Agencies	Service provided in central office only	n/a	FL
	Provision of Internal Audit Reports for External Stakeholders	Service provided in central office only	n/a	FL
	Provision of Internal Audit Reports for Internal Stakeholders	Service provided in central office only	n/a	NFL
	Use of Conference Room	Service provided in central office only	n/a	NFL
ICTMS	ICT Support Services	Service provided both in central office and field offices	n/a	NFL
ISSO	Extension of Social Welfare Services to Distressed Overseas Filipinos and their families in the Philippines	Provided to FO, SWAtt, and OSS	FO, OSS, and SWAtt	FL
	Provision of Technical Assistance to SWAtts, One-Stop-Shop DSWD NAIA Team, and ISS FO Focal Persons	Service provided in central office only	n/a	NFL
KALAHI CIDDS	Concurrence of LGU Engagement	Service provided in central office only	n/a	NFL
	Request for Procurement Approval for KC - NCDDP	Service provided in central office only	n/a	NFL
	Request for Technical Approval for KC - NCDDP	Service provided in central office only	n/a	NFL
	Eligibility Assessment for the Balik Probinsya Bagong pag-asa Program	Service provided in central office only	n/a	FL
LS	Issuance of Online Certificate of No Pending Administrative Cases (CENOPAC)	Service provided in central office only	n/a	NFL
	Rendering Legal Opinions and Advice on Matters Brought by External Clients	Service provided in central office only	n/a	FL
NHTO	Data-sharing- list of data Subjects	Service provided both in central office and field offices	n/a	FL
	Data-sharing- name matching	Service provided both in central office and field offices	n/a	FL
	Data-sharing. Statistics/Raw Data Request	Service provided both in central office and field offices	n/a	FL
	Data Sharing with DSWD OBSUs – List of Data Subject	Service provided both in central office and field offices	n/a	NFL
	Data Sharing with DSWD OBSUs- Name Matching	Service provided both in central office and field offices	n/a	NFL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Walk-in name matching data process	Service provided both in central office and field offices	n/a	FL
	Data Sharing With DSWD OBSUs – Statistics/Raw Data Request	Service provided in all field offices	n/a	NFL
NRLMB	Local In-Kind Donations Facilitations	Service provided in central office only	n/a	FL
4Ps	Request for 4Ps Data	Service provided both in central office and field offices	n/a	FL
	Grievance Intake and Response	Service provided both in central office and field offices	n/a	FL
	Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity	Service provided in central office only	n/a	NFL
PDPB	Approval for the conduct of research study & acquiring primary data from DSWD officials/personnel, beneficiaries, and clients	Service provided both in central office and field offices	n/a	FL
	Obtaining Social Welfare and Development (SWD) Data and Information	Service provided both in central office and field offices	n/a	FL
PMB	Securing Travel Clearance Blue Cards	Service provided in central office only	n/a	NFL
	Securing Travel Clearance for Minors Traveling Abroad	Service provided in all field offices	n/a	FL
	Provision of Assistance to Solo Parents	Service provided both in central office and field offices	n/a	FL
	Auxiliary Social Services to Persons with Disabilities	Service provided in all field offices	n/a	FL
	Case Management in Center and Residential Care Facility	Service provided in all field offices	n/a	FL
	Enhancement of Policy Development for Program Management Bureau's Programs and Services	Service provided in central office only	n/a	NFL
	Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries	Service provided both in central office and field offices	n/a	FL
	Implementation of Assistance to Individuals in Crisis Situation at Central Office and Field Offices	Service provided both in central office and field offices	n/a	FL
	Implementation of Assistance to Individuals in Crisis Situation in Social Welfare Assistance Desk Offices	Service provided in all field offices	All FOs except FO NCR	FL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Implementation of Government Internship Program (GIP) to Central Office and Field Offices	Service provided both in central office and field offices	n/a	NFL
	Implementation of the Supplementary Feeding Program (SFP)	Service provided in all field offices	n/a	FL
	Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	Service provided both in central office and field offices	n/a	FL
	Licensing for Foster Parents	Service provided in all field offices	n/a	FL
	Placement of children to foster parents	Service provided both in central office and field offices	n/a	FL
	PLHIV Referral for Care and Support Services	Service provided both in central office and field offices	n/a	FL
	Processing of Adoption Application and Placement	Service provided both in central office and field offices	n/a	FL
	Provision of Assistance to Clients of the Vocational Rehabilitation Centers	Service provided in all field offices	n/a	FL
	Provision of Assistance to People Living with HIV (PLHIV)	Service provided both in central office and field offices	n/a	FL
	21B. Procedure for Social Pension Provision to Indigent Senior Citizens	Service provided in all field offices	n/a	FL
	Provision of Assistance under the Recovery and Reintegration Program for Trafikked Persons (RRTP)	Service provided in all field offices	n/a	FL
	Provision of Centenarian Gift to Centenarians	Service provided both in central office and field offices	n/a	FL
	Provision of Technical Assistance of Program Management Bureau to Field Offices	Service provided in central office only	n/a	NFL
PMS	Competitive Bidding of Goods and Services	Service provided both in central office and field offices	n/a	NFL
	Procurement under Agency to Agency	Service provided both in central office and field offices	n/a	NFL
	Procurement under Direct Contracting	Service provided both in central office and field offices	n/a	NFL
	Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets	Service provided both in central office and field offices	n/a	NFL
	Procurement under Emergency Cases	Service provided both in central office and field offices	n/a	NFL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Procurement under Highly Technical Consultant	Service provided both in central office and field offices	n/a	NFL
	Procurement under Lease of Real Property and Venue	Service provided both in central office and field offices	n/a	NFL
	Procurement under Repeat Order	Service provided both in central office and field offices	n/a	NFL
	Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services	Service provided both in central office and field offices	n/a	NFL
	Procurement under Shopping under Section 52.1 (B)	Service provided both in central office and field offices	n/a	NFL
	Procurement under Small Value Procurement	Service provided both in central office and field offices	n/a	NFL
	Procurement under Two (2) Failed Biddings	Service provided both in central office and field offices	n/a	NFL
RGMO	Timely and harmonized accessing of TA and other resources	Service provided in central office only	n/a	NFL
SB	Accreditation of Civil Society Organizations: To Implement DSWD Projects and/or Program using DSWD Funds	Service provided in central office only	n/a	FL
	Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)	Service provided in central office only	n/a	FL
	Endorsement of Duty-Exempt Importation of Donations to SWDAs	Service provided both in central office and field offices	n/a	FL
	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity	Service provided in central office only	n/a	FL
	Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region	Service provided in central office only	n/a	FL
	Registration of Private Social Welfare and Development Agencies (SWDAs) - Operating in more than one Region	Service provided in central office only	n/a	FL
	Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)	Service provided in all field offices	n/a	FL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized	Service provided in all field offices	n/a	FL
	Accreditation of Pre - Marriage Counselors	Service provided in all field offices	n/a	FL
	Accreditation of Social Workers Managing Court Cases	Service provided both in central office and field offices	n/a	FL
	Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit	Service provided in central office only	n/a	FL
	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit	Service provided in all field offices	n/a	FL
	Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity	Service provided in all field offices	n/a	FL
	Licensing of Private Social Welfare and Development Agencies (SWDAs) - Operating in one Region	Service provided in all field offices	n/a	FL
	Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region	Service provided in all field offices	n/a	FL
	Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in one Region	Service provided in all field offices	n/a	FL
SLP	Referral Management Process for SLP	Service provided in central office only	n/a	FL
	Grievance Management Process for SLP	Service provided in central office only	n/a	FL
	Referral Management Process for SLP-RPMO	Service provided in all field offices	n/a	FL
	Grievance Management Process for SLP-RPMO	Service provided in all field offices	n/a	FL
SMS	Facilitation of Media Interview	Service provided in central office only	n/a	FL

Office/ Bureau/ Service	SERVICE TITLE	IMPLEMENTATION TAGGING (COVERAGE)	List of selected offices providing the service	TYPE
	Provision of Technical Assistance (on Messages and Forewords)	Service provided in central office only	n/a	NFL
	Provision of Technical Assistance (on Branding Designs)	Service provided in central office only	n/a	NFL
STB	Technical Assistance on Program / Project Development or Enhancement	Service provided in all field offices	n/a	FL
	Technical Assistance on STB- developed Programs and Projects	Service provided in all field offices	n/a	FL
SWIDB	Availment of Accommodation at SWADCAP Guest rooms	Service provided in central office only	n/a	FL
	Borrowing of KEC Materials and Collections	Service provided in selected offices in central office and field offices	CO, FO CAR, I, XI, XII, Caraga	NFL
	Endorsement of Continuing Professional Development Application and Completion Report	Service provided in selected offices in central office and field offices	CO, Caraga	NFL
	KEC Function Room Reservation and Use	Service provided in selected offices in central office and field offices	CO, FO CAR, I, VII, XI, XII, Caraga, NCR	NFL
	Provision of Resource Person to DSWD Intermediaries and Stakeholders	Service provided in all field offices	n/a	FL
	SWADCAP Activity Reservation by DSWD Employees	Service provided in central office only	n/a	NFL
	SWADCAP Function Room Reservation by External Stakeholder	Service provided in central office only	n/a	FL



**DEPARTMENT OF
SOCIAL WELFARE AND DEVELOPMENT**

FRONTLINE SERVICES

ADMINISTRATIVE SERVICE (AS)

FRONTLINE SERVICES

1. Issuance of Gate Pass for Service Providers and Suppliers

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Simple			
Type of Transaction :	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> DSWD employees and officials DSWD service providers DSWD suppliers 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Three (3) original copies of duly accomplished Gate Pass Number of Property/ies to be brought outside Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property One (1) photocopy of Special Order for order of succession 		<ol style="list-style-type: none"> To be prepared by the client OBSUs' Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format To be prepared by the client without any prescribed format To be prepared by the client OBSUs' DPSC through PREMIS with prescribed format Records and Archives Management Division (RAMD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present property for Checking	<ol style="list-style-type: none"> Received and review submitted duly accomplished gate pass and attachments vis-à-vis property presented. 1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the 	None	15 Minutes	PSAMD staff

	barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the AS-PSAMD Division Chief for approval.			
	1.2 Approve Gate Pass	None	5 Minutes	<i>PSAMD Division Chief</i>
	1.3 Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	<i>AS-PSAMD Staff</i>
	1.4 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer Triplicate – PSAMD copy	None	5 Minutes	<i>AS-PSAMD Staff</i>
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	borrower/person who shall take the equipment out of the DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises	None	10 Minutes	<i>Security Guard On-Duty</i>
	b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel			
	2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS.	None	2 Minutes	<i>Security Guard On-Duty</i>

3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass a. With discrepancy – Go to AS-PSAMD and inquire on how to proceed b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return	None	10 Minutes	<i>Security Guard On-Duty</i>
	3.1 Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	<i>Security Guard on Duty</i>
	3.2 Surrender original copies of gate pass for returned property to AS-PSAMD	None	5 Minutes	<i>Security Guard on Duty</i>
	3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property	None	10 Minutes	<i>AS-PSAMD staff</i>
	3.4 File gate pass for safe keeping and future reference	None	10 Minutes	<i>AS- PSAMD staff</i>
TOTAL:		None	1 HOUR, 16 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/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract

4.Terminated 5.Retired				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. <u>Without Property Accountability</u> 1. Three (3) copies of Clearance Form B. <u>With Property Accountability</u> 1. Three (3) copies of Clearance Form One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. With request for relief from property accountability due to loss - one (1) copy of COA decision 4. With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group		A. <u>Without Property Accountability</u> 1. Personnel Administration Division with prescribed format. B. <u>With Property Accountability</u> 1. Personnel Administration Division prescribed format 2. To be prepared by the client OBSUs Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format 3. DSWD Commission on Audit without any prescribed format 4. Property Supply and Asset Management Division without any prescribed format		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 Minutes	PSAMD Technical Staff
	1.1 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 Hour, 30 Minutes	PSAMD Technical Staff
	1.2 No Accountabilities Process the clearance by affixing initial and forward to the Division Chief for approval With Accountabilities Inform OBSU of the applicant on the remaining accountabilities to process cancellation of accountabilities through Memorandum	None	15 Minutes	PSAMD Technical Staff

2. Submit documents and other requirements as proof of cancelled property accountability	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	<i>PSAMD Technical Staff</i>
	2.1. If property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 Minutes	<i>PSAMD technical staff</i>
	2.2. Sign Clearance	None	5 Minutes	<i>PSAMD Division Chief</i>
	2.3. Scan and record signed clearance in logbook and forward to the next office concerned	None	10 Minutes	<i>Incoming / Outgoing PSAMD Staff</i>
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	<i>PSAMD technical staff</i>
TOTAL:		None	3 HOURS	

3. Receiving Request for Information

The Administrative Service – Records and Archives Management Division (AS – RAMD) shall be receiving and conducting an initial evaluation of requests on Freedom of Information (FOI) being received by the Department. This process covers requests for information/data of Department through FOI pursuant to Executive Order No. 02, series of 2016, on FOI.

These are information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations provided in the Executive Order 02, series of 2016.

Office or Division:	AS-RECORDS AND ARCHIVE MANAGEMENT DIVISION		
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	
1. Standard Request		Requesting party may visit:	
1.1. One (1) Request letter addressed to Secretary Rolando Joselito D. Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.		https://www.dswd.gov.ph/issuances/MCs/M_C_2017-009.pdf for the FOI Request Form	
1.2. Attach one (1) FOI Request Form		or	

<p>1.2.1. Must state your complete name, contact information and purpose of your request</p> <p>1.2.2. Attach one (1) photocopy of government issued I.D or school I.D (for registered students) with photo</p> <p>1.2.3. One (1) Receiving copy (for client reference)</p>		Secure FOI Request Form in the DSWD- AS-RAMD		
<p>2. Online Requests or through eFOI portal</p> <p>2.1. Visit the eFOI website</p> <p>2.1.1. Choose Make a Request icon</p> <p>2.1.2. Select Department of Social Welfare and Development</p> <p>2.1.3. Click on Write My Request</p> <p>2.1.3.1. Ensure all the mandatory fields are filled out</p> <p>2.1.4. Attach a copy of government issued I.D or school I.D (for registered students) with photo</p>		Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/		
<p>3. If unable to make a written request, because of illiteracy or disability</p> <p>3.1. Visit the nearest DSWD Office or contact Ms. Myrna H. Reyes in DSWD-Central Office at (02) 8- 951- 7119 for inquiries</p> <p>3.2. Make verbal request to the DSWD FOI Receiving Officer (FRO) who shall reduce the request to FOI Request Form</p> <p>3.3. Provide one (1) copy of government issued I.D or school I.D (for registered students) with photo and authorization</p>		Requesting may visit the nearest DSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit FOI Request with attached photocopy of any government issued I.D or school I.D (for registered students) with photo	<p>1. DSWD FRO shall receive and conduct initial evaluation to FOI Request</p> <p>Check if requested information is already posted and available online:</p> <p>1.1.1. If available, inform the requesting party and provide the link of posted information through the indicated contact details of the requesting party.</p> <p>1.2. Check if the requested information is substantially similar or identical to previous requests by the same requesting party.</p> <p>1.2.1. If the same, then request shall be denied.</p> <p>1.2.2 Issue a letter signed by the DSWD FDM</p>	None	1 hour	Myrna H. Reyes OIC – Division Chief / DSWD FRO

	indicating the full denial and the reason for such denial to the requesting party. 1.3. If correct and complete, transmit the FOI request to the DSWD FOI Decision Maker (FDM) for further evaluation and onward submission to concerned OBS.			
2. Will received notification/ requested info/data from the contact info provided	2.1 DSWD FRO shall receive the info/ data from the respective office 2.2 Release of requested info/data to the requesting party through email or courier service	None	15 mins.	Myrna H. Reyes <i>OIC – Division Chief / DSWD FOI Receiving Officer</i>
TOTAL		None	1 hour and 15 minutes	

AGENCY OPERATIONS CENTER (AOC)

FRONTLINE SERVICES

1. Handling of 8888 Complaints and Grievances (Group: Program wide / Division wide)

In line with President Rodrigo Roa Duterte's **Executive Order No. 06., Series of 2016, "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center,"**. Hence, The Agency Operation Center will ensure action on concerns, complaints and requests for assistance referred to Department of Social Welfare and Development through 8888 Citizens' Complaint Hotline in compliance with the 72 - Hour directive of the President.

Office or Division:	Agency Operation Center – 8888 Action Center			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C); Government – to – Government (G2G)			
Who may avail:	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen's Complaint Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To process 8888 Citizen's Complaint Hotline Concerns; 1. Referral Letter / Reference number from 8888 Citizen's Complaint Center; 2. Client's Information if any (Name, Address, Telephone number, E-mail Address); 3. Complete details of concern.		Agency Operation Center – 8888 Action Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 8888 Citizen's Complaint Hotline refer / send the referral letter to DSWD through the 8888 web system.	1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA.	None	20 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
2. Hotline 8888 client to receive response / action on the concern.	2.1 Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action. 2.2 The Division / Unit act on the concern of the client. 2.3 The concerned office to provide a signed official document / proof of action on the ticket request to AOC – DSWD 8888 Action Center.	None	71 Hours, 10 Minutes	<i>Technical Staff</i> Designated Division / Unit in DSWD (OBSU/FO/AA)
3. 8888 Citizen's Complaint Center to receive response / update / feedback.	3.1 DSWD AOC receive, review and acknowledge the signed official document of responses.	None	25 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)

	3.2 For not concrete and specific response – return the letter to the concerned office and inform them to act on the concern. 3.3 For concrete and specific response – request the closure of the ticket to Hotline 8888 Administrator.			
	4. Update the database and mark it as closed.	None	5 Minutes	<i>Technical Staff</i> (AOC – 8888 Action Center)
TOTAL:		None	72 Hours	

**DISASTER RESPONSE MANAGEMENT
BUREAU
(DRMB)**

FRONTLINE SERVICES

1. DSWD Disaster Data Request Processing

Request for data relative to the mandate of the Agency in Disaster Response shall be processed by the Disaster Response Management Bureau (DRMB) through the Disaster Response Operations Monitoring and Information Center (DROMIC). The Bureau provides disaster statistical data on affected and displaced population which can be used for academic and research purposes, and other valid and relevant purposes as per the Bureau's review and assessment, and can only be obtained through request. This service only includes request for data that are coursed directly to the Bureau through email, snail mail and hand-carried documents.

Office or Division:	Disaster Response Management Bureau – Disaster Response Operations Monitoring and Information Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Researchers, Non-Government Organizations, Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) written and signed request letter with complete contact details (name and contact information) of the requesting party, description of information requested and the reason for or purpose of the request for information		NA		
One (1) valid proof of identification from one of the following: Driver's License, PRC ID, TIN, Postal ID, Voter's ID, Barangay ID, PWD ID, Senior ID, Solo Parent ID, Police Clearance, NBI Clearance, Passport, Birth Certificate/National ID, SSS/UMID, GSIS ID, PAG-IBIG, PhilHealth ID, School/University ID, Company/Agency ID		LTO, PRC, BIR, Post Office, COMELEC, Barangay, Municipal/City LGU, Police Station, NBI, DFA, PSA, SSS, GSIS, PAG-IBIG, PHIC, School/University, Company/Agency,		
For request made through email, a scanned copy of the request letter and proof of identification must be attached		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter with complete details and information together with one (1) valid proof of identification	Review and assess request for information.	None	15 minutes	DROMIC Technical Staff

	If the Bureau cannot provide the data being requested, a reply letter must be forwarded informing the client that the Bureau does not have the data being requested.	None	2 days	DROMIC Technical Staff
	If the data being requested is not readily available, send a reply letter informing the client of the time required in processing the request.	None	2 days	DROMIC Technical Staff
	If the data requested is readily available, generate data and send a reply letter providing the client with the data being requested.	None	4 days	DROMIC Technical Staff
	If more time is needed to process request, undertake necessary action to generate data. Send a reply letter providing the client with the data being requested.	None	6 days	DROMIC Technical Staff
TOTAL		NONE	Maximum processing time is 6 days	

**DISASTER RESPONSE MANAGEMENT
GROUP
(DRMG)**

FRONTLINE 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 SOP. 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:	DSWD Field Offices (FO)			
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 / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines</i>		c/o the Concerned LGU		
Response Letter to LGUs		DSWD FO		
Delivery Receipt		DSWD FO		
Relief Distribution Sheet (RDS)		DSWD FO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Send request letter with either of the following attachments: Situational Report / Assessment Report / Disaster Incident Report and its relative attachments based on existing guidelines	1) Receive the request and logs the documents, and route LGU request to DRMD Chief	none	5 minutes	DRMD Admin Staff and DRMD Chief
	2) DRMD Chief endorses request to DRRS Section Head for review	None	10 minutes	DRMD Chief
	3) Conduct desk review / assessment and validation of request: review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available: a. latest DROMIC Report b. RDANA Report c. DSWD Predictive Analytics	none	2 hours	DRRS Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4) DRMD Chief coordinates with the RROS Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements	none	30 minutes	DRRS Head / Staff
	5) If FNIs are not available, prepare Request Letter for Augmentation of FNI Resources from OUSDRMG, attention DRMB	none	* 30 minutes	RROS Head
	6) If FNIs are available, prepare RIS/IF (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief	none	1 hour	DRRS / RROS Head
	7) Division Chief reviews all documents; provide recommendation; initial pertinent documents; and endorse to the ARDO. If documents are not in order, return to Agency Action (AA) #3.	none	1 hour	DRMD Chief
	8) Review all documents and provide recommendations; sign RIS/IF and initial on other pertinent documents. If documents are not in order, return to AA #7	none	1 hour	Assistant Regional Director for Operations (ARDO)
	9) If documents are in order, endorse to the RD for approval / disapproval	none	1 hour	Regional Director (RD)
2) Receive letter of approved request on the release of goods to LGUs	10) Send Response Letter to LGUs through DRMD Admin Staff and forward RIS/IF, Assessment Report, LGU Request Letter to RROS Head / Staff for release of Goods	none	1 hour	DRMD Chief
3) Receive requested goods through hauling or delivery	11) Coordinate with concerned LGUs for release of goods through delivery or hauling, and facilitate the following: a) coordination on the schedule of delivery / hauling of goods from DSWD warehouse to LGU; b) Facilitate preparation and signature of Delivery Receipt by RROS Head; and c) Facilitate release of goods to LGUs and ensure signed receipts of RIS/IF and Delivery Receipt by receiving LGUs	none	2 hours	DRRS/RROS Head / Staff RROS Head / Staff RROS / DRRS Staff
4) Fill up Client Satisfaction Measurement Form (CSMF)	12) Conduct survey on Client Satisfaction thru release of CSMF to recipient LGUs	none	30 minutes	RROS / DRRS Staff
	13) Report on the release of FNIs thru submission of any of the following –	none	1 hour	RROS / DRMD Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
5) Submit signed Relief Distribution Sheet	14) Gather all RDS submitted by the LGUs for liquidation and accountability purposes.	none	within 60 days after receipt of goods <i>(not included in the processing time)</i>	RROS / DRMD Staff
TOTAL		NONE	11 HOURS, 15 MINUTES	

2. Processing of FNI Augmentation Request from DSWD Field Offices

The purpose of this process is 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 is a sub-process of DSWD-DRMG-SOP-001A, particularly the Procedure #5 on row 4 of page 4 which states: "Request for Augmentation of FNI Resources from OUSDRMG". However, special requests from Legislators are not covered by this SOP. 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:	DSWD Disaster Response Management Bureau (DRMB)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FO Request Letter addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date		c/o the Concerned DSWD FO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB, indicating the LGU beneficiaries, types of Disaster occurrence, requested FNIs, delivery site and delivery date	1) Receive and log the FO request for FNI augmentation received from Records Division / through email / OUSDRMG / Office of DRMB Director; endorse to DROMD for appropriate action	none	15 minutes	DRMB Admin Staff
	2) Endorse to DROMD for appropriate action			
	3) Receive by DROMD Chief and endorse to FNI Section for appropriate action	none	15 minutes	DROMD Chief
	4) Desk Review / Assessment and Validation of Request: Section Head / Staff to validate request through FO Focal or through review of any report if available, such as: a) latest DROMIC Report b) latest NDRRMC Situational Report c) RDANA Report d) DSWD Predictive Analytics	none	1 ½ hours	DROMD – FNI Section Head / Technical Staff
	5) Validate FNI Inventory through Online Database 6) Coordinate with NRLMB (NROC/VDRC) Focal Person on availability of FNI Resources 7) Prepare Assessment Report to be signed by the FNI / Section Head	none	30 minutes	DROMD – FNI Section Head / Technical Staff
	8) <u>If FNIs are not available</u> , prepare communication letter or email to concerned FO on unavailability of FNI resources	none	30 minutes	DROMD – FNI Section Head / Technical Staff
	9) Review and initial pertinent documents and endorse to DRMB Director for approval	none	20 minutes	DROMD Chief
	10) DRMB Director to sign communication letter	none	20 minutes	DRMB Director
	11) Log, scan to email, and send communication	none	20 minutes	DRMB Admin

	letter to RAMD for mailing to requesting FO			
	12) If FNIs are available , prepare RIS/IF and endorse to DROMD Chief 13) Review and initial RIS/IF 14) Sign RIS/IF	none	30 minutes	<ul style="list-style-type: none"> • DROMD – FNI Section Head / Technical Staff • DROMD Chief • DRMB Director
	15) Forward signed RIS to NRLMB for processing and approval: log, email or send communication letter to NRLMB	none	30 minutes	DRMB Admin
TOTAL		NONE	5 HOURS	

3. Resource and Logistics Mobilization of FNIs to the DSWD Field Offices

The purpose of this process is 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 is a continuation process of DSWD-DRMG-SOP-001B undertaken after Issuance of Request for Issuance Slip (RIS) from the Disaster Response Management Bureau (DRMB); facilitation of the National Resource and Logistics Management Bureau (NRLMB); up to the delivery and acceptance of FNIs by the DSWD FOs, for continuation of their DSWD-DRMG-SOP-001A, Procedure #6. However, special requests from Legislators are not covered by this SOP. 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:	DSWD National Resource and Logistics Management Bureau (NRLMB)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD Field Offices, through the Disaster Response Management Bureau

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved RIS/IF • FO Request • Copy of FNI Inventory through online database • Assessment Report from DRMB-DROMD 		DRMB - DROMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) FO to send request letter for FNI augmentation addressed to OUSDRMG, attention DRMB; and DRMB to send signed RIS/IF to NRLMB	1) Receive signed RIS/IF from DRMB: log the approved RIS/IF received from DRMB and/or thru email	none	15 minutes	NRLMB Admin Staff
	2) Endorse approved RIS/IF to the Office of the Director			
	3) NRLMB Director to provide instruction to NROC/VDRC Chief	none	20 minutes	NRLMB Admin
	4) Endorse to NROC / VDRC Division Chief (DC) for appropriate action			
	5) NROC / VDRC Division Chief to provide instructions to the Resource and Logistics Section	none	20 minutes	NROC / VDRC Division Chief
	6) Coordinate with FO on hauling or delivery of goods from NROC / VDRC to FO warehouse	none	1 hour	NROC / VDRC Logistics Section Head / Staff
	7) Check on availability of contracted Transport Service or DSWD Trucks			
	8) <u>If transport is not available</u> , coordinate with N/RDRRC or other partners for logistical support	none	1 hour	NROC / VDRC Logistics Section Head / Staff
	9) Prepare communication letter or email to identified NDRRC / Logistics Partners for logistical support	none	30 minutes	NROC / VDRC Logistics Section Head / Staff
	10) Endorse to NROC / VDRC Chief for review and initial	none	10 minutes	NROC / VDRC Division Chief
	11) Endorse to NRLMB Director for approval: sign communication letter on request for logistics augmentation (Letter / Notice to Contracted Transport Service Provider)	none	10 minutes	NRLMB Director
	12) Log, scan to email, and send communication letter; mail to	none	10 minutes	NRLMB Admin

	Contracted Transport Service Provider, if necessary			
	13) If transport is available , mobilize transport service and provide escorts for the delivery of goods: prepare Travel Authority / SO of identified escort for transport of goods	none	20 minutes	NROC / VDRC Logistics Section Head / Staff
	14) Prepare required documents for signature of the receiving FO			
	15) Loading and release of FNIs from NROC / VDRC warehouse: facilitate and monitor loading of goods to transport vehicles / assets	none	1 ½ hours	NROC / VDRC Logistics Section
	16) Monitor / document releases of goods from warehouse			
	17) Prepare Delivery Receipt and Issuance Receipt signed by LMD Division Chief / LMS Head and approved by NRLMB Director / DRC Head	none	30 minutes	NROC / VDRC Logistics Section / Head
	18) Deliver goods and ensure proper acknowledgement of RIS/IF by requesting FO (revert to DSWD-DRMG-SOP-001A, Procedure #6 for continuation of FO Augmentation Procedures to LGUs)	none	20 minutes	NROC / VDRC Logistics Section / Escort
2) Fill up Client Satisfaction Measurement Form (CSMF)	19) Conduct survey on Client Satisfaction thru release of CSMF to requesting FOs	none	30 minutes	NROC / VDRC Logistics Section / Escort
	20) Preparation of Feedback Report on completed RIS to OUSDRMG: prepare, review, vet and initial Feedback Report on completed RIS/IF / Summary of FNI Releases for vetting and approval of the NRLMB Director	none	30 minutes	NROC / VDRC Chief / Logistics Section Head
	21) Approval of the NRLMB Director on the Feedback Report on completed RIS/IF / Summary of FNI Releases	none	15 minutes	NRLMB Director
	22) Transmittal of Feedback report: log, email or send report to OUSDRMG			NRMLB Admin
TOTAL		NONE	7 HOURS & 50 MINUTES	

FINANCE AND MANAGEMENT SERVICE (FMS)

FRONTLINE SERVICES

1. Processing of BIR Form 2322 (Certificate of Donation)

This covers the request of Donor's Certificate of Donation / Deed of donation or any document showing proof of donations.

Office or Division:	Accounting Division – Regular Program
Classification:	Complex
Type of Transaction:	Processing of Certificate of Donations
Who may avail:	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation (DSWD-FMS-GF-002)	<p>1.1 The Donor may download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter/ form is located under General Administration and Support Services Group, select Request form for Certificate of Donation;</p> <p>-or-</p> <p>1.2 Personally visit the Accounting Office to fill-up and submit the request form.</p> <p>Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM</p> <p>Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.</p>
<p>Electronic or hard copy of the supporting documents:</p> <p>A. Donor must submit:</p> <ol style="list-style-type: none"> 1. Filled up request form; 1. Signed and Notarized Deed of Donation; 2. Official receipt for cash donations; or 3. Acknowledgement receipt and delivery receipt for Donations in Kind. <p>B. Authorized representative must submit:</p> <ol style="list-style-type: none"> 1. Filled up request form and above mention requirements; 2. Authorization letter from the donor; 3. Photocopy of government issued ID of the donor and the authorized representative (1 copy) 	Requesting Party/Donor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 The Donor may download and print the request form (DSWD-FMS-GF-002) from https://www.dswd.gov.ph/about-us-2/citizens-charter/ (the form is located under General Administration and Support Services Group, select Request Form for Certificate of Donation);	None	None	5 minutes-walk-in/email	Donor
-or- 1.2 Personally visit the Accounting Office to fill-up and submit the request form	Accounting Office shall issue the request form	None		Accounting Staff
2.1 Scan the filled-up form and email together with the supporting documents to accounting@dswd.gov.ph ;	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.	None	5 minutes-walk-in/email	Accounting Staff
-or- Personally submit the filled-up form together with the supporting documents to Accounting Office.	For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client.			

3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.</p> <p>Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative</p>	None	6 minutes walk-in/email Schedule: Six (6) days and seven (7) hours	Accounting Staff
4. Present the following: 4.1 Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents. 4.2 <i>The Authorized representative must present the following:</i> <i>Above mention supporting documents</i> Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies</p>	None	10 minutes	Accounting Staff
5. Accept the requested certificate and sign the logbook for acknowledgement	<p>The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.</p>	None	2 minutes	Accounting Staff

6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	2 minutes	Accounting Staff
TOTAL :		None	6 days, 7 hours and 30 minutes	

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

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

Office or Division:	Accounting Division – Regular Program		
Classification:	Complex		
Type of Transaction:	Processing of Request for Accounting Certification of Former DSWD Employees		
Who may avail:	Former employees of the Department; or His/Her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (DSWD-FMS-GF-001)		1.1 . The former DSWD employee or his/ he authorized representative may download and print the request form via https://www.dswd.gov.ph/about-us-2/citizens-charter/ (form is located under General Administration and Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees); 1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM	

		Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.		
2. Supporting documents: A. Former DSWD employee must submit: <ul style="list-style-type: none"> • Filled-up request form; • Photocopy of the former employee government-issued ID (1 copy) B. Authorized representative must submit: <ul style="list-style-type: none"> • Filled-up request form; • Authorization letter for the representative, if claimed by person other than the former employee; • Photocopy of the former employee government-issued ID and the authorized representative (1 copy) C. Upon claiming of the certification: <ul style="list-style-type: none"> • Claim Stub or Printed Email Acknowledgement Receipt must be presented; • Identification card (ID) of the former employee or authorized representative; • Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID 		Former DSWD employees of the Department; or His/Her authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The former DSWD employee or his/ he authorized representative may access, download and print the request form (DSWD-FMS-GF-001) via https://www.dswd.gov.ph/Download (form is located under General Administration and	None Accounting Certifications 1.1 Cost of Service (COS) worker: <ul style="list-style-type: none"> • Last Cost of Services Processed; 	None	5 minutes	Former employees of the Department; or His/Her authorized representatives Accounting staff

<p>Support Services Group, select Request Form for Accounting Certification of the Former DSWD Employees); -or-</p> <p>Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p>	<p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> • Last Salary Processed; • Pag-IBIG Loan Amortization Withheld and Remittances; • GSIS Loan Amortization Withheld and Remittances • Philhealth Contribution and Remittances (maximum of one year) 			
<p>2. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address (accounting@dswd.gov.ph) or (fo@dswd.gov.ph for Field Offices)</p> <p>Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</p>	<p>Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note: Only request with complete requirements will be accepted and processed. All request with</p>	None	10 minutes	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Accounting staff</p>

	<i>incomplete requirements shall be returned to the client.</i>			
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p> <p>The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in</p>	None	15 minutes – walk-in/ email	Accounting staff
	<p>Preparation of Certificate for Accounting Certification for former DSWD Employees:</p> <p>The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.</p> <p>The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>	None	6 days and 35 minutes	Accounting, Cash and HR-PAD Staff

<p>4. Present the following:</p> <ul style="list-style-type: none"> • Former DSWD Employees: • Claim stub or Printed Email • Acknowledgement Receipt <p><i>The Authorized representative must present the following:</i></p> <p>Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government-issued ID (1 copy)</p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies</p>	<p>None</p>	<p>15 minutes</p>	<p>Accounting Staff</p>
<p>5. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.</p>	<p>None</p>	<p>5 minutes</p>	<p>Accounting Staff</p>
<p>6. Provide Customer Feedback Form to the requesting party</p>	<p>The Accounting staff shall provide the customer feedback to the requesting party for the service provided.</p>	<p>None</p>	<p>2 minutes</p>	<p>Accounting Staff</p>
<p>TOTAL:</p>		<p>None</p>	<p>6 days, 1 hour and 27 minutes</p>	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)

FRONTLINE SERVICES

1. 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 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 Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
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 HRMDS-PAD Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAD together with complete supporting documents.	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if needed.	none	6 Days, 2 hours (depending on the period of retrieving the files)	PAD Focal Person CO & FOs Personnel Transactions Section
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	PAD Focal Person CO & FOs Personnel Transactions Section

	2.3. Review and Sign/initial the SR	none	4 hours (depending on the availability of signatories)	Section Head or Personnel Officer CO & FOs Personnel Transactions Section OIC/Chief Admin. Officer Personnel Admin. Division
3. Inform PAD on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	5 minutes	PAD Focal Person CO & FOs Personnel Transactions Section
4.1. If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	none	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	
	4.1.4. Forward the document to the AS-RAMD for courier service	none	10 minutes	
4.2. If the SR is for pick-up, proceed to PAD and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area

TOTAL:	none	7 Days	<i>May be extended depending on the volume of transactions handled</i>
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2. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees who already has a duly-accomplished CO Clearance Certificate on file/submitted to PAD and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal or e-mail request		PAD Receiving Area Client		
Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
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 HRMDS-PAD Request Form (write contact details as well for courier purpose) and submit to PAD, together with complete supporting documents	1. Receive the documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAD Receiving Area
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve	none	6 days, 6 hours (may take longer hours depending on the period of retrieving the files)	PAD Focal Person Leave Administration Section

	the CO Clearance Certificate on file.			
	2.2. If there is an extra original copy of the CO Clearance Certificate on file, remove it from the FILE 201 / PER 16. If there is only one (1) original copy of the CO Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.	none	10 minutes	PAD Focal Person Leave Administration Section
	2.3. Sign the photocopied CO Clearance Certificate as to the "Certified True Copy"	none	30 minutes	Section Head Leave Administration Section Or OIC/Chief Admin. Officer Personnel Admin. Division
3. Inform PAD of preferred method of receiving the original/CTC copy of the CO Clearance Certificate	3. Inform the client that the original/CTC copy of his/her CO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	none	5 minutes	PAD Focal Person Leave Administration Section
4. If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	4.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the CO Clearance Certificate and one Customer Feedback Form for accomplishment	none	20 minutes	PAD Focal Person Leave Administration Section
		none	30 minutes	Section Head or Personnel Officer

	4.2. Review and Sign/initial the transmittal letter			Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Division
	4.3. Encode tracking details in the e-DTMS	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
	4.4. Forward the document to the AS-RAMD for courier service	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area Incoming / Outgoing Clerk AS-RAMD
TOTAL:		none	7 days	May be extended depending on the volume of transactions handled

3. Issuance of Certificate of Employment to separated Officials, Employees and Contract of Service Workers

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		PAD Receiving Area Client		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
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 HRMDS-PAD Request Form	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area

(write contact details as well for courier purposes, if needed) and submit to PAD, together with complete supporting documents.				
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 if needed.	none	2 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	PAD Focal Person CO & FOs Personnel Transactions Section
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	none	30 inutes	
	2.3. Review and Sign/initial the COE	none	2 hours	Section Head or Personnel Officer CO & FOs Personnel Transactions Section OIC/Chief Admin. Officer Personnel Admin. Division
3. Inform PAD of preferred method of receiving the duly signed COE	3. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call)	none	5 minutes	PAD Focal Person CO & FOs Personnel Transactions Section
1.1. If COE is to be sent via courier service, wait until the parcel is sent to given address.	1.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	none	20 inutes	
	1.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	

				<i>Transactions Section</i> OIC/Chief Admin. Officer <i>Personnel Admin. Division</i>
	1.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk <i>PAD Receiving Area</i>
	1.1.4. Forward the document to the AS-RAMD for courier service	none	10 minutes	Incoming / Outgoing Clerk <i>PAD Receiving Area</i> Incoming / Outgoing Clerk <i>AS-RAMD</i>
1.2. If COE is for pick-up, proceed to PAD and get the requested document.	1.2.1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk <i>PAD Receiving Area</i>
TOTAL:		None	3 days	<i>May be extended depending on the volume of transactions handled</i>

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated Officials and employees in the Central Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Division (PAD)								
Classification:	Complex								
Type of Transaction:	G2C – Government to Transacting Public								
Who may avail:	Separated Central Office (CO) Officials and Employees								
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>HRMDS-PAD Request Form or formal letter or e-mail request</td><td>PAD Receiving Area Client</td></tr> <tr> <td>CO Clearance Certificate</td><td>Client or if none, FILE 201 / PER 16</td></tr> <tr> <td>Special Power of Attorney (If authorized representative)</td><td>Client</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	HRMDS-PAD Request Form or formal letter or e-mail request	PAD Receiving Area Client	CO Clearance Certificate	Client or if none, FILE 201 / PER 16	Special Power of Attorney (If authorized representative)	Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
HRMDS-PAD Request Form or formal letter or e-mail request	PAD Receiving Area Client								
CO Clearance Certificate	Client or if none, FILE 201 / PER 16								
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 HRMDS-PAD Request Form (Write contact details as well for courier purposes, if needed) and submit to PAD together with complete supporting documents.	1. Receive the complete documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAD Receiving Area
2. Wait for advice of the assigned PAD Focal Person	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee)	PAD Focal Person Leave Administration Section
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/ employee)	PAD Focal Person Leave Administration Section
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	2 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Division

3. Inform PAD of preferred method of receiving the duly-signed Certificate.	3. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	10 minutes	PAD Focal Person Leave Administration Section
4.1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.	none	20 minutes	PAD Focal Person Leave Administration Section
	4.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Division
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAD Receiving Area
	4.1.4. Forward the document to the AS-RAMD for courier service	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area Incoming / Outgoing Clerk AS-RAMD
4.2. If the Certificate is for pick-up, proceed to PAD and get the requested document.	4.2.1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk PAD Receiving Area
TOTAL:		none	7 days May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger	

INTERNAL AUDIT SERVICE (IAS)

FRONTLINE SERVICES

1. Provision of Internal Audit Reports (IARs) for External Stakeholders

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through the provision of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Provision Process. For this transaction, it can be issued to the borrower within a minimum of 1 day to a maximum of 2 1/2 days to 2 hours and 40 minutes.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	DSWD Central OBSs, Regional Offices, Attached and Supervised Agencies and COA.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Identification (at least one (1) certified or photocopy), i.e., passport, driver's license, SSS ID, Voter's ID (<i>per Freedom of Information/FOI requirement</i>); and		1. Concerned agencies/offices		
2. Approved request from the Office of the Secretary (OSEC)/IAS Director at least one (1) original copy with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (<i>per FOI requirement</i>).		2. Office of the Secretary (considering that the documents are confidential and sensitive in nature) IAS Director		
CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request (from the OSec/IAS Director) to IAS office;	1. Upon receipt of the requests from the RP to provide IAR, asks the RP to accomplish two (2) copies of Request Issue Slips (RISs), and records the request in the IAS Logbook	None	10 minutes	<i>Administrative Assistant (AA)</i>
2. Secures 2 copies of Request Issue Slip (RIS) for accomplishment and signature/Registers in the Log Book (LB) for FOI requests, and sign; and	2. Checks the completeness of accomplished RIS	None	10 minutes	AA
	2.1 Supplies the Control Number to accomplish RIS and forwards to the IAS Director	None	5 minutes	<i>Designated Records Custodian</i>
	2.2 Endorses the RIS with ES, for approval of the Secretary	None	30 minutes	<i>IAS Director</i>
	2.3 Upon receipt of the approved RIS, evaluates and assigns the request to the concerned division in-charge of the IARs.	None	30 minutes	<i>IAS Director</i>

	2.4 Prepares the requested IAR and endorses the same to the IAS Director	None	2 1/2 days	<i>Division Chief/ Audit Team Leader</i>
	2.5 If in order, signs the transmittal. If not, returns to the division concerned for revision	None	1 hour	<i>IAS Director</i>
3. Receives the requested report.	3. Issues the requested IAR to the Requesting Party	None	15 minutes	AA
TOTAL		NONE	2 1/2 DAYS, 2 HOURS AND 40 MINUTES	
Note: For the borrower, only one (1) report at a time. Similarly, depending on the nature of the OSEC's request, the IAS may allow either a room-only access to IARs or the issuance of certified photocopies of said records.				
Provision of IARs - Only One Report (3 Days) – qualified for multi-stage processing				

2. Benchmarking by Other Government Agencies

Benchmarking is the process of comparing and measuring an organization's performance and practices against those of other organizations. The Internal Auditing Standards for the Philippine Public Sector (IASPPS) states that benchmarking may be considered to assess current and emerging needs of the internal audit profession. It also identifies internal opportunities for improvement in order to achieve effective internal controls in one's agency. The DSWD-IAS accepts request for benchmarks coming from or being used by other government agencies.

For this transaction, the request by the requesting agency can be approved within a minimum of 1 day and 40 minutes to a maximum of 3 days.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Citizens/Parties/Offices from other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proof of Identification (at least one (1) certified or photocopy), i.e., Employee's ID (FOI requirement per individual); and			Requesting agencies/ offices	
2. Approved request from the OSEC/IAS Director (at least one (1) original copy) with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (per FOI requirement).			IAS Director	
CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submits request letter to IAS to conduct benchmarking activity	1.Forwards request to IAS Director	None	5 minutes	AA
2.Responds to IAS queries	2. Consults Division Chiefs and recommends for Approval and Disapproval	None	20 minutes	IAS Director
	If yes: Issues response letter to requesting party informing them that the request was approved with following actions to do.			
	If no: Issues response letter to requesting party informing them that the request was disapproved with justifications for the disapproval.	None	15 minutes	IAS Director
3. Attends benchmarking activity with DSWD-IAS personnel	3. Assists/provides Requesting Party the selected/identified area of focus	None	1 day	DSWD-IAS and other NGA
TOTAL		NONE	1 DAY & 40 MINUTES	
Benchmarking By Other Government Agencies (3–Day Transaction) - qualified for multi-stage processing				

**INTERNATIONAL SOCIAL SERVICES
OFFICE
(ISSO)**

FRONTLINE SERVICES

1. Social Welfare Services to Distressed Overseas Filipinos and their Families in the Philippines

a. Social Welfare Services to Overseas Filipinos at Post

The Department deployed social workers as Social Welfare Attaches (SWAtts) in Philippine Embassies and Consulates to uphold and protect the rights and welfare of overseas Filipinos (OFs) especially the distressed and undocumented. This is done through provision of psychosocial, material/cash, and other support welfare services that are facilitated through the following:

- Actual visit of client to the Office of SWAtt in the Embassy/Consulate;
- Reach-out or actual visit of SWAtt to client in their homes/shelters/safe houses, detention centers, prisons, and hospitals, et al; and
- Referral to SWAtt of distressed OFs by the Home Office, their families/relatives, and concerned agencies/entities in the Philippines and at post.

Office or Division:	International Social Services Office – Foreign Post (ISSO-FP)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Distressed Overseas Filipinos Especially the Undocumented			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and a photocopy of Passport/Travel Doc./Govt.'s issued ID 2. Original and a photocopy of Medical Records/Bills (When necessary) 3. A Photocopy of Birth Certificate (When necessary) 4. A photocopy of Marriage Contract (When necessary) 5. Original and a photocopy of Referral letter (When applicable)		<ul style="list-style-type: none"> Client/ATN Unit of the Embassy Hospital Client Client Client, FO, OSWA-HO, DSWD OSS, Partner agencies, and other concerned entities 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Contact: 1.1. Requests for Assistance 1.2. Discloses the nature/details of the problem	1. Initial interview (Verbal) 1.1. Walk-in 1.2. Referred (From various sources) 1.3. Reached-out	None	3 Minutes	SWAtt and Client

2. Filling out and Signing of Intake Interview Form	2. Initial assessment of client's eligibility including review of personal documents (when necessary, as requested by SWAtt depending on the nature of case)	None	3 Minutes	SWAtt and Client
3. Helping Process Disposition 3.1. Response to probing questions 3.2. Present additional supporting documents when required by SWAtt	3. Worker assessed and decides if the client's need/s falls under the DSWD/ISSO mandate. 3.1. If not eligible, give advice on appropriate action to take and end the helping process, then filling out of CSSF 3.2. If eligible, proceed to the next step	None	5 Minutes	SWAtt
4. Response to Indebted Interview	4. Intake Interview (written)	None	15 Minutes	SWAtt
5. Submit to SWAtt requested personal documents	5. Needs Assessment/ Problem Identification 2.1. Reviews and assesses the authenticity/ completeness of submitted docs. 2.2. Determines if client qualifies to SWAtt's services 2.3. Identifies appropriate SWAtt services	None	5 Minutes	SWAtt and Client
6. Answer further questions if applicable	6. Intervention Identification including photocopying of client's documents	None	5 Minutes	SWAtt

7. Receives Services and fills out and signs CIU Forms, i.e., Certificate of Eligibility Form (when necessary)	7. Service Delivery 7.1. Psychosocial, Material, and other Welfare Services 7.2. Signs the CIU Forms (when necessary)	None	13 Minutes	SWAtt and Client
	<ul style="list-style-type: none"> End of Helping Process when assessed that there is no need for further intervention, and to proceed with encoding client's details to clients' profile, including administration of CSMF. <p>Continue to the next step when assessed that client needs further assistance within and outside the Department's mandate.</p>	None	2 Minutes	SWAtt
8. Receives further instructions/advice when necessary.	<ul style="list-style-type: none"> 8. Instruction/advice-giving on follow-up actions to be taken by SWAtt and the client to complete the helping process at post 	None	1 Minute	SWAtt
9. Fills-out Client Satisfaction Survey Form	<ul style="list-style-type: none"> 9. Requesting client to fill-out Client Satisfaction Measurement Form 	None	1 Minute	Client
	<ul style="list-style-type: none"> Consolidate filled out CSMF and include in monthly report to Home Office with analysis 	None	1 Minute	SWAtt
	<ul style="list-style-type: none"> 11. Referral to OSPA-HO, OSS, and FO for provision of other support services (e.g., reintegration) 	None	1 Hour	SWAtt

	<ul style="list-style-type: none"> • 12. Inclusion to the profile of clients served 	None	3 Minutes	SWAtt
	<ul style="list-style-type: none"> • 13. Preparation and keeping of liquidation of expenses documents. 	None	5 Minutes	SWAtt
	<ul style="list-style-type: none"> • 14. Monitoring/follow up case (both formal and informal) w/ OSS/CO/FO (whichever is applicable) 	None	15 Minutes	SWAtt
	<ul style="list-style-type: none"> • Prepare and send feedback to the referring entity (When Applicable) • Case Close includes filing of client's documents 	None	5 Minutes	SWAtt
Total		None	49 Minutes to 2Hours and 37 Minutes	

Note:

- Steps for minor cases will only be 7, with an average time requirement of 49 minutes.
- Processing time for service delivery using case management process has no exact number of minute/hours/days as it is dependent on: a) nature and complexity of problem; b) distance from the embassy/consulate general of the client; c) client's submission of required documents; and d) situation of client (e.g. serving sentence in jail/detention for months/years) where helping process cannot be completed in 49 minutes.
- The procedure presented is a generic process for simple cases, i.e. for specific problem and needs from a number of problems and needs of a client.
- The 49 minutes is an actual average processing time, which may extend to days, weeks, months, and years, as explained in item number 1.
- The presented process does not include online helping process, e.g., advice-giving and counseling online/through various media platforms.

b. Social Welfare Services to Returned Overseas Filipinos at Philippine Airports

The social welfare services for returned distressed OFs are being implemented by the DSWD social workers deployed in NAIA terminals. They form the One-Stop Shop (OSS) DSWD NAIA Team that represents the Department to the Inter-Agency OSS in NAIA Terminals.

The OSS DSWD NAIA Team's clientele in NAIA terminals include returned minors below 18 years old and distressed adults who travelled alone or with their spouse/families/children who are not qualified for the services of other inter-agency OSS member agencies. They are either walk-in ROFs who proceeded to the team's desk in NAIA terminals or referred by SWAtts, DSWD Central Office, and partner agencies. Services

provided to them include airport assistance, material assistance through the Assistance to Individuals in Crisis Situation (AICS), and escort services.

Office or Division:	One-Stop Shop DSWD NAIA Team - International Social Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Returned Distressed Undocumented Overseas Filipinos at the Philippine Airports			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A photocopy of Passport/Travel Doc./Govt.'s issues ID 2. A photocopy of Medical Records 3. A photocopy of Birth Certificate (When applicable) 4. A photocopy of Marriage Contract (When applicable) 5. Original and a photocopy of Referral Letter (When applicable) 6. A photocopy of Parenting Capability Assessment (When applicable) 7. Original and a photocopy of Parent's Affidavit of Consent (When applicable) 8. Original and a photocopy of LGU Acceptance Certificate (When necessary) 9. Original Plane Ticket 10. A photocopy of RT-PCR Result and COVID vaccination record (When applicable) 11. A photocopy of BOQ Certification (When applicable) A photocopy of Case Referral (when applicable)		<ul style="list-style-type: none"> Returned OF/Flight companion Returned OF/Flight companion Returned OF/Flight companion Returned OF LGU/FO Parents/Returned OF/Flight companion Parents/Returned OF/Flight companion LGU/Returned OF/Flight companion Returned OF Concerned Laboratory/Returned OF Bureau of Quarantine Referring entity/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AT THE NAIA TERMINALS – DSWD ONE STOP-SHOP OPERATION				
1. Initial Contact with the DSWD OSS member: 1.1. Walk-in where ROF proceeded to OSS DSWD Desk ROF Referred by SWAtt and Inter-Agency OSS partner agencies	1. Receives/entertains and processed Returning Distressed OFs. 1.1. Informs the ROF of airport protocol/requirements for their eventual return to their hometowns; checks the completeness and appropriateness of ROF's documents; and listen to their immediate concerns.	None	60 minutes (1 Hour Average)	OSS DSWD NAIA Team

	1.2. Provides packed meals (from OWWA when available and informed of/assessed the necessity) Provides immediate psychosocial services/advice when necessary or refer to URSW for provision of more intense psych. services.			
2. Fills-out the Intake Form 2.1. Requests for Assistance 2.1. Discloses the nature/detail s of the problem 2.2. Fills out and signs the filled-out intake interview form	2. Intake Interview	None	15 minutes	OSS DSWD NAIA Team
3. Responds to additional questions	3. Needs Assessment/ Diagnosis Determine quarantine and travel requirements' needs, e.g., payment for quarantine facility, swab test, and transportation to hometown among other material needs.	None	7 Minutes	OSS DSWD NAIA Team
	<ul style="list-style-type: none"> Close the case if the adult ROF is capable of shouldering all requirements up to their hometown and if there are no identified further needs that can be responded by the team, except for minor who need continuous OSS Team assistance even if all requirements are settled. Encode the ROF's detail in the OSS profile of clients served.		3 Minutes	OSS DSWD NAIA Team

<p>4. Receives the assistance, fills out CIU Forms</p> <p>3.1. Certificate of Eligibility Form</p> <p>Acknowledgement Form</p>	<p>4. Service Delivery</p> <p>Those who are financially incapable of paying the quarantine and travel requirements:</p> <p>4.1. Refer ROF to concerned Inter-Agency OSS member agencies for provision of needed assistance.</p> <p>In case they are not qualified for services of OSS member agencies:</p> <p>4.2. Call up or request the ROF to contact their NOKs for assistance.</p> <p>In case NOKs are financially incapable to help:</p> <p>4.3. Refer the ROF to CIU-CO for financial assistance and arrange Pay out procedure.</p> <p>4.4. Conduct the payout by CIU</p> <p>For Minors:</p> <p>4.5. Escort them to QF, and witness the turnover to NOK if the NOK is present. If not, arrange the reunification with the NOK</p> <p>4.6. Referral of the ROF to FO and concerned agencies for extension off further</p>	<p>None</p>	<p>10 Minutes</p> <p>20 Minute</p> <p>10 Minutes</p> <p>4 Hours</p> <p>2 Hours per ROF (Back and forth depending on the distance of the ROF QF to base</p> <p>15 Minutes</p>	<p>OSS DSWD NAIA Team and CIU-CO</p>
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	assistance/reintegration services.			
5. Fills out CSMF	5. Requesting client to fill-out Client Satisfaction Measurement Form	None	Minutes	Client
	Consolidate filled out CSMF and include in monthly report to Home Office with analysis	None	Minute	OSS DSWD TEAM
Total		None	60 Minutes (1 Hour) to 296 Minutes (5 hours)	

Note: 1) DSWD OSS Team is the overall case handler of the returned undocumented Overseas Filipinos.
 2) Length of engagement for purposes of service provision will depend on the required number of days of quarantine, release of swab test result, and/or completion of client's travel requirements to hometown.
 30 Total number of steps concerned with direct service delivery is five (5).

c. Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels

The ISSO, though the focus of its services is at the foreign posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned FOs that mobilized local entities special the LGUs for the same purpose. To facilitate all these, the ISSO Central Office provided staff augmentation support to all DSWD field Offices by hiring SWO II per region to focused on facilitating the delivery of needed social services to said clientele at the regional and local level.

In support to the effort of ensuring and maintaining high level of competencies in effective and efficient service delivery, this SOP at the regional level has been established for adoption of all FOs.

Office or Division:	DSWD Field Office (ISS FO Focal Persons)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Returned Distressed Undocumented Overseas Filipinos and their Families Relatives in the Philippines at the Regional and Local Levels		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. A photocopy of Passport/Travel Doc. (when necessary)/Govt.'s issues ID 2. A photocopy of Medical Records including Medical Certificate (when necessary) 3. Original/photocopy of Referral Letter (when applicable) 4. Barangay Indigency Certificate Filled out intake and Crisis Intervention Forms		<ul style="list-style-type: none"> • Client • Client/Hospital/Clinic • Client/SWAtt/LGU/CO, and other concerned agencies/entities • Barangay Hall FO/provincial Sub-Office 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FIELD OFFICE SERVICE DELIVERY (ISS FOCAL PERSONS)				
1. Client visits FO or ISSO FO Focal contacted the client through various means	1. Initial contact. 1.1. With security guard on duty (walk-in/ referred) for service sequence number. Security guard endorses the client to SW on duty.	None	2 Minutes	FO ISS Focal
2. Expressed request for assistance and submit FO requested documents	Initial screening of client's documentary requirements	None	2 Minutes	FO ISS Focal
3. Client fills out intake form or responds to the questions of social worker	3. Intake interview and assessment	None	20 Minutes	FO ISS Focal
4. Clients responds to probing or additional questions	4. Intervention Identification	None	5 Minutes	FO ISSO Focal
	5. Identification of concerned unit/service that will handle the client 5.1. ISS Alternate Focal Person provides needed service if under his/her responsibility 5.2. ISS Alternate Focal Person refers the case to concerned unit/service if not under his/her responsibility	None	3 Minutes	ISSO FO Focal
5. Receives services provided and fill out Crisis Intervention Forms	6. Service Delivery 6.1. ISSAFP direct services - psychosocial, airport assistance, home visitation, and referral to other agencies) 6.2. Other unit/service using their established SOPs	None	20 Minutes	ISS FO Focal

6. Clients fills out CSMF	When there is no need for further assistance: <ul style="list-style-type: none"> Case closure in case it was assessed that there is no need for further assistance/ intervention Administration of CSMF Encode the details of the ROF to FO profile of clients	None	3 Minutes 3 Minutes	ISSO FO Focal Client
	If there is a need for further assistance In case it was assessed the need for further intervention, continue to the next step.	None		
7. Notes and follows instruction of social worker	7. Provision of continuous services in the ROF's hometown. Includes referral (when necessary) of the returned OF and his/her family to concerned FO units/LGUs/partner agencies for support services/ reintegration services.	None	20 Minutes	ISS FO Focal
8. Fills out CSMF	8. Administration of CSMF.	None	3 Minutes	Client
	8.1 Inclusion to clients' profile	None	3 Minutes	ISSO FO Focal
	8.2 Monitoring, and Feed backing to referring parties/agencies/entities.	None	20 Minutes	ISSO FO Focal
	8.3 Case Closure	None		ISS FO Focal
Total		None	55 Minutes to 98 Minutes	

Note:

- 1) Average number of steps for simple case is 6, while 8 steps for more complex cases.
- 2) Average duration of helping process for simple case is 55 minutes, but may be extended to 98 minutes and more for complex cases.

**KAPIT-BISIG LABAN SA KAHIRAPAN
COMPREHENSIVE AND INTEGRATED
DELIVERY OF SOCIAL SERVICES
NATIONAL COMMUNITY-DRIVEN
DEVELOPMENT PROGRAM
(KALAH-CIDSS NCDDP)**

FRONTLINE SERVICES

1. Eligibility Assessment for the Balik Probinsya, Bagong Pag-asa Program

The Balik Probinsya, Bagong Pag Asa Program conducts an eligibility assessment of the endorsed list of applicants. Eligible families are provided with the assistance package as part of their integration into their respective provinces.

Office or Division:	Balik Probinsya, Bagong Pag Asa			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Low-Income Families who will opt to move out of urban poor communities and return to or relocate to other provinces due to but not limited to the following circumstances: <ul style="list-style-type: none"> • Affected by government projects and activities; • Eviction and demolitions allowed by the law; • Families living on the street and/or living in unsafe dwelling places; • Affected by human-induced and/or natural hazards or disasters, including health hazards; • Affected by loss of job and/or income opportunities; • Disadvantaged, vulnerable, and/or marginalized individuals or families; • Other situations are deemed acceptable and valid based on the assessment of the Social Worker. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of any valid identification of the client/person applying for the Balik Probinsya Program		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
One (1) Copy of the Birth Certificate of the Traveling Minors (<i>Authorization Letter from the minor's parents if the accompanying adult is not a biological parent/s, as applicable</i>)		Philippine Statistics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. a. Applicant accomplishes the application through the <i>balikprobinsya.ph</i> registration portal.	1. a. The National Housing Authority (NHA) is the agency in charge of the processing of all online application through the Balik Probinsya portal	N/A	N/A	<i>National Housing Authority</i>
1. b. Walk-in applicants proceed to the KALAHI CIDSS office to accomplish the application.	1.b.1 Provide forms to be filled up by the applicant and/or facilitate the online registration in the <i>balikprobinsya.ph</i> portal	None	30 Minutes	<i>Social Welfare Officer II</i>

<div>2. Client undergoes eligibility assessment and waits for the results.</div> <div>Note: The endorsement of applicants is sent by the National Housing Authority (NHA) in batches and will take time to be consolidated before. the actual eligibility assessment.</div>	2.1 Receive and acknowledge the endorsed list of applicants from the NHA.	None	3 Minutes	Administrative Officer II
	2.2 Assign applicants to designated Social Workers.	None	10 Minutes	Social Welfare Officer III
	2.3 Conduct of eligibility assessment thru phone call.	None	1 Hour and 30 minutes	Social Welfare Officer II
	2.4 Preparation of Social Case Study Report.	None	2 Hours per eligible family	Social Welfare Officer II
	2.5 Conduct of assessment using the Unified Livelihood Assessment Tool.	None	1 Hour per eligible family	Social Welfare Officer II
	2.6 Review and approval of Social Case Study Report	None	2 hours per eligible family	Social Welfare Officer III Division Chief/Deputy National Program Manager
	2.7 Consolidate List of Applicants who are not eligible to the BP2 Program for Referral to other OBSUs and Agencies	None	20 minutes	Social Welfare Officer II
	2.8 Preparation of Endorsement Letter	None	20 minutes	Social Welfare Officer III
	2.9 Review, Approval and Endorsement of Letter to other OBSUs and Partner Agencies	None	20 minutes	Division Chief/Deputy National Program Manager/ Administrative Officer II
	2.10 Consolidate Assessment Result of Endorsed List of Applicants	None	1 hour and 30 minutes	Social Welfare Officer III
	2.11 Review and Approval of DSWD Assessment Results 2.11 a. If Approved proceed to Endorsement to NHA at Step 2,12 2.11 b. If Disapproved return to Step 2.6 for review of Social Welfare Officer III	None	20 minutes	Division Chief / Deputy National Program Manager
	Endorsement of approved assessment results to NHA for processing	None	2 hours	Administrative Officer II
TOTAL		None	10 hours and 13 minutes	
Note: Processing time does not include waiting time for batch consolidation and processing by the NHA and the scheduling of send-off activities.				

LEGAL SERVICE (HRMDS)

FRONTLINE SERVICES

1. Rendering Legal Opinion and Advice on Matters Brought by External Clients

This process covers rendering legal assistance, through legal advice or opinion, to external clients on matters concerning the DSWD's formal mandate and exercise of official powers and functions.

Rendering Legal Opinions and Advice Matters may serve on legal purpose to wit:

- a. Review of Contract;
- b. Review of Bills and IRR;
- c. Technical Assistance;
- d. Review of Guidelines;
- e. Provision of Legal Advice; and
- f. Provision of Legal Opinion

Office or Division:	Legal Assistance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizens/ G2B – Government to Business			
Who Can Use the Service:	Individual or Organization			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Answered Client Feedback Form		DSWD Central Office		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives and screen the completeness of the documents and details of the client: name, address, contact details, electronic mail address 1.1. If the documents are complete, receive the request and stamp "RECEIVED" with date, time and name of the receiving officer, then record in the EDTMS/Monitoring Tool. 1.2. Otherwise, return the request to the client and advise them to submit the complete documents.	None	10 minutes	Administrative Aide IV

	<p>1.3. AA-ID shall stamp the request "RECEIVED" then write the date and time.</p> <p>1.4. AA-ID shall return the receiving copy to the requesting party/client.</p> <p>1.5. AA-ID shall record the request in the EDTMS and Legal Case Portal monitoring tool, including the sender, subject, date, and time received.</p> <p>1.6. AA-ID shall scan/digitize the documents.</p> <p>1.7. AA-ID shall forward the request via electronic mail to LS Director.</p>			
	<p>2. LS Director assigns the request.</p> <p>2.1. LS Director reads and assesses what is needed for the request.</p> <p>2.2. The LS Director assigns a Lawyer or LA to act on the request.</p> <p>2.2.1 LS Director gives the Lawyer or Legal Assistant further instructions, if any.</p> <p>2.2.2 LS Director instructs AA to update the Legal Case Portal and the LS EDTMS.</p>	None	20 minutes	Lawyer or Legal Assistant
	<p>3. Lawyer or Legal Assistant studies the request.</p> <p>3.1. The Lawyer or LA reads and studies the request.</p>	None	<p>Complex: 7 days, or Highly Technical: 20 days</p> <p>In practice, the Legal Service provides prompt legal advice to the client but</p>	Lawyer/ Legal Assistant

	<p>3.2 The Lawyer or LA follows the instructions given by the LS Director.</p> <p>3.3. The Lawyer or LA conducts research necessary for the request.</p> <p>3.3.1 The Lawyer or LA reviews pertinent laws and regulations.</p> <p>3.3.2 The Lawyer or LA determines if further supporting documents are needed from the requesting party.</p> <p>3.3.2.2 If complete, proceed to step 3.4.</p> <p>3.3.3 The Lawyer or LA asks the client for further document, either by sending a letter or verbal request.</p> <p>3.3.3.1 The Lawyer or LA informs the AA to monitor the request for additional documents.</p> <p>3.3.3.2. Upon receipt of the requested documents, the Lawyer or LA reviews the additional documents.</p> <p>3.3.3.3. If the requested documents are NOT received after a reasonable time, the Lawyer or LA returns the documents to the requesting party through a letter.</p>	None	<p>the length of time needed in rendering legal opinion may vary depending on the nature and complexity of the legal issues involved.</p> <p>8 hours</p>	Lawyer/ Legal Assistant
	<p>4. Lawyer or Legal Assistant formulates the legal opinion, advice or assistance sought.</p> <p>4.1 Lawyer or Legal Assistant drafts the appropriate</p>	None	<p>8 hours</p> <p>(OBSUs may treat the LS request</p>	Lawyer or Legal Assistant

	<p>response document (e.g., reply letter/endorsement letter).</p> <p>4.1.1 If necessary, Lawyer or Legal Assistant endorses the request to appropriate OBSU and/or input from other OBSUs may be requested.</p> <p>4.2. Lawyer or Legal Assistant submits the draft to LS Director.</p> <p>4.3 Lawyer or Legal Assistant shall update the Legal Case Portal monitoring tool.</p>		<p>according to their processing time, based on EODB Law.)</p> <p>5 minutes</p>	<p>Lawyer or Legal Assistant</p>
	<p>5. LS Director reviews the draft.</p> <p>5.1 If the draft is not acceptable, LS Director either returns the draft to the Lawyer, with additional instructions, or revises the draft himself.</p> <p>5.1.1 Lawyer reviews the request, once more, in accordance with Step 3.</p> <p>5.1.2 If the draft is acceptable, proceed to step 5.2.</p> <p>5.2 LS Director approves and signs the final draft of the response document.</p>	None	<p>Complex: 7 days, or Highly Technical: 20 days</p>	LS Director
	<p>6. LS Director sends the signed response document to the Administrative Aide for Outgoing Documents (AA-OD).</p> <p>6.1 The AA-OD logs/updates the response document in the EDTMS, Legal Case Portal monitoring tool, and the LS EDTMS.</p>	None	10 minutes	Administrative Aide

	<p>6.2 The AA-OD then scans/digitizes the response document.</p> <p>6.3 The AA-OD produces a file copy of the response document.</p> <p>6.3.1 AA-OD delivers to RAMD reply letter/emails the response document to the requesting party/endorsement letter to appropriate OBSU</p> <p>6.3.2 AA-OD then files or stores the receiving copy.</p>			
Total:		None	128 hours and 40 minutes	

**NATIONAL HOUSEHOLD TARGETTING
OFFICE
(NHTO)**

FRONTLINE SERVICES

1. Walk-in Name Matching Data Process

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

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) Valid Identification Card/Proof of Identity 2. Walk-in Name Matching Form (1 original)		1. Provided by the Client 2. National Household Targeting Office/ National Household Targeting System Office – Administrative Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Endorse request to the Project Development Officer (PDO).	None	5 minutes	<i>Administrative Assistant III</i>
	2. Interview the client to evaluate the validity of the request as to its purpose <ul style="list-style-type: none"> <i>If not valid</i>- The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process. <i>If valid</i> – Forward the request to the Information Technology Officer for matching Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.	None	10 minutes	<i>Project Development Officer</i>

	3.Process the name matching request. <ul style="list-style-type: none"> • Manual verification • Running of name matching application *Note: 1day processing time if the ITO is on official travel	None	5 minutes	<i>Information Technology Officer</i>
	4. Review and archive result. 4.1 Endorse result to the PDO	None	5 minutes	<i>Information Technology Officer</i>
5.Receive Name Matching Result	5.Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	<i>Project Development Officer</i>
TOTAL:		None	30 minutes	

2. Data Sharing - Name Matching

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

Office or Division:	National Household Targeting Office/ National Household Targeting System				
Classification:	Highly Technical				
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen				
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1.Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched 3.Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 4.Designated Data Protection Officer (DPO) </td><td>Provided by the Requesting Party</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1.Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched 3.Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 4.Designated Data Protection Officer (DPO)	Provided by the Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1.Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched 3.Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 4.Designated Data Protection Officer (DPO)	Provided by the Requesting Party				

5.Valid Proof of Identities of the agency head and DPO				
6.Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification		NHTO/ NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS.	<p>1. Receive and record the request in the document transaction/ tracking system.</p> <p>1.1. Endorse request for approval to the NHTO Director or NHTS PPD Chief.</p> <p>Note: Administrative Staff will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.</p>	None	5 minutes	<i>Administrative Assistant</i>
	<p>2.Decide if the request is for processing or not.</p> <ul style="list-style-type: none"> The Director/ PPD Chief input comments and decisions and endorse to the Operations Division Chief/NHTS PDO 	None	2 hours	<i>NHTO Director/ PPD Chief</i>
	<p>For NHTO:</p> <p>3.Input comments and endorse request to the PDO.</p>	None	10 minutes	<i>NHTO Operations Division Chief</i>
	<p>4.Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s.2017</p> <ul style="list-style-type: none"> If approved- the inspection meeting will be scheduled including preparation of 	None	10 minutes	<i>Project Development Officer</i>

	documentary requirements for submission. <ul style="list-style-type: none"> If disapproved- Inform the requesting party of the disapproval 			
5.Requesting Party will attend the scheduled orientation with the PDO.	5. Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act. 5.1. Hand-over of the copy of the law, its IRR and the issuances of the NPC	None	2 hours	<i>NHTO PDO/ NHTS Inspection Team</i>
6.Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/NHTS	6. Review all submitted documentary requirements including MOA submitted by the requesting party. 6.1. Make a schedule with the requesting party on the inspection Meeting	None	2 hours	Project Development Officer <i>Information Technology Officer</i>
7.Requesting party will present their IT facilities to the NHTO/ NHTS Inspection Team.	7.Check on the capability of the second party to protect the Listahanan data <ul style="list-style-type: none"> Inspect the IT facilities of the requesting party Collection of documentations based on data requirements *Note: NHTS conduct signing of the certifications of the inspection completion and exit conference	None	1 day	NHTO IT Inspection Team/ NHTS Inspection Team
	8.Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>NHTO Director/ RFC</i>
	9.Assess the MOA, its purpose, and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>

10. Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing.

None3 days

DSWD Office of
the Secretary/
*Regional
Director*

11. The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.

- If not in accordance with the required template- inform the requesting party for revision
- If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results

None

1 hour

Information
Technology
Officer

12. Process the request on a set deadline, depending on the volume or number of names to be matched.

None

20 days
(maximum
300,000 names)

Information
Technology
Officer

13. Review result of name matching

None3 days

NHTO QMS/
NHTS
Information
Technology
Officer

14. Secure the data by adding password protection to the file.

None

1 hour

Information
Technology
Officer

14.1. Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).

- 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

14.2. Counter sign in the DRF.

14.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.

NHTO DPS
Head and QMS
Head/
NHTS Section
Head/ PDO

NHTO IT
Division Chief/
NHTS PDO

	15. Sign the memo/ endorsement letter.	None	1 hour	<i>NHTO Director/ NHTS Regional Director</i>
	16. Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
17. Call NHTO/ NHTS Office	17. Provide the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines.	None	5 minutes	<i>Information Technology Officer</i>
Total:		None	29 days, 2 hours, 10 minutes	
<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.</i>				

3. Data Sharing - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	National Household Targeting Office/ National Household Targeting System
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C),
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
1. Letter of Request (indicating reasons for the request) 2. Original Copy of the Resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 3. Electronic copy of the Data Requirements 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identities of the agency head and DPO	Provided by the Requesting Party
6. Memorandum of Agreement 7. Certificates: (a.) Certificate of orientation on	NHTO/ NHTS PDO and ITO

the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification, and (d.) Organizational, Technical, and Security Setup Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of the data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward the request to the Director for approval.	None	5 minutes	<i>Administrative Assistant</i>
	2. Input comments and decide if the request is for processing or not then endorse it to the NHTO Operations Division Chief/ NHTS Policy and Plans Division Chief.	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
	3. Input comments and endorse it to the Project Development Officer.	None	10 minutes	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	4. Inform the client on the approval or disapproval of the data request base on the DSWD MC 12, s. 2017. <ul style="list-style-type: none"> If approved- the orientation will be scheduled including preparation of documentary 	None	30 minutes	<i>Project Development Officer</i>

	requirements for submission. <ul style="list-style-type: none"> If disapproved-Inform the requesting party of the disapproval. End of process. 			
5.Requesting Party will attend the scheduled orientation with the NHTO ACBS/ NHTS Inspection Team.	5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/ NHTS for review on completeness	6. Review all documentary requirements including MOA submitted by the requesting party. 6.1 Make a schedule with the requesting party on the inspection meeting	None	2 hours	<i>NHTO Advocacy and Capacity Building Section/ NHTS Listahanan Inspection Team</i> <i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i>
7.Requesting party will present their IT facilities to the NHTO Inspection Team.	7.Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification)	None	1 day	IT Inspection Team
	8.Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer.	None	2 hours	<i>NHTO Director/ RFC</i>
	9. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature.	None	1 day	<i>DSWD Data Protection Officer</i>

15. Call NHTO/NHTS for retrieval of password upon receipt of the result.	15. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	5 minutes	Information Technology Officer
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.</i>		None	11 days, 2 hours, 55 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:	NHTO – Operations Division			
Classification:	Complex			
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. Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the NHTO Director/ NHTS Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. Receive and record the request in the document transaction/ tracking system. 1.1. Forward the request to the NHTO Director/ NHTS PPD Chief.	None	10 minutes	Administrative Assistant
	2. Review, input comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTO Statistics section/ NHTS RFC.	None	5 hours	NHTO Director/ NHTS PPD Chief

	<p>3. Review the request, if the request is:</p> <p>a. <i>Not clear</i> – In case of vague data request, will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>
	<p>4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p> <p>4.1. Draft reply letter/ memorandum</p> <p>4.2. Submit to the NHTO Head Statistician/ NHTS RFC</p>	None	1 day	<i>Associate Statisticians</i>
	<p>5. Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>	None	5 hours	<i>NHTO Head Statistician / NHTS RFC</i>

	6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	7. Further review the facilitated data request for approval to release. If the generated statistics/ raw data is: a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions. b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>
8. Receive the data requested	8. Facilitate the release of the <i>approved</i> data request to the requesting party. <ul style="list-style-type: none">• Administer the CSMS form per CART guidelines.		10 minutes	<i>Administrative Assistant Associate Statisticians</i>
Total:		None	4 days, 1 hour, 20 minutes	

**NATIONAL RESOURCE AND LOGISTICS
MANAGEMENT BUREAU
(NRLMB)**

FRONTLINE SERVICES

1. Local In-Kind Donations Facilitations

Office or Division:	DSWD National Resource and Logistics Management Bureau			
Classification:				
Type of Transaction:				
Who may avail:	Individual Donors, Groups, Organizations, and Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed list of items for donation (to be provided by donor) 2. Purpose of donation (to be indicated by donor) 3. Donor information and contact details (to be provided by donor)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to designated donations facility	Lead donor to the designated officer	None	5 minutes	NROC Security Officer
2. Provide details of donation/s to the Donations Facilitation Officer/s, or the NROC Receiving Officer/s, with the following information: a. Name of Donor/Organization b. Contact details c. List of item/s to donate including nominal value / expiry dates d. Purpose of Donation	Record the details provided by the Donor/s.	None	10 minutes	Donations Facilitation Officer / NROC Receiving Officer
3. Present the donation/s to the assisting officer and stand witness to the full inspection.	Conduct visual inspection to determine whether to accept or reject the donation/s Conduct expiry inspection to determine whether to accept or reject the donation/s	None	5 minutes 60 minutes	Donations Facilitation Officer / NROC Receiving Officer

4. Counter-check details listed in the Acknowledgement Receipt which will serve as proof of donation/s. If in order, fill-up the Feedback Form which will be handed by the Assisting Officer.	Record accepted items in the inventory and provide feedback form to the donor/s. Issue Acknowledgement Receipt	None	15 minutes 10 minutes	Donations Facilitation Officer / NROC Receiving Officer
Total:	None	1 Hour and 45 minutes		

PANTAWID PAMILYA PILIPINO PROGRAM (4PS)

FRONTLINE SERVICES

1. Grievance Intake and Response

Intake and response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

As a general rule, anyone may **accept** a grievance 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 in a grievance form 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:	4Ps – Grievance Redress Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff Proof of grievance, if available If non-4Ps beneficiary, any valid ID		Issued by the assigned City/Municipal Link, Community Facilitators		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance Desk.	None	2 minutes	Guard on duty
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the concern is all about, and verify the identity of the client. Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person

<p>3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.</p>	<p>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).</p> <p>3.2. Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, 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>Print and provide a copy of the encoded transaction to the client.</p>	None	20 mins	Officer-of-the-Day/ / Assigned Focal Person
<p>4. Accomplish the client satisfaction measurement survey</p>	<p>4.1 Administer the Client Satisfaction Measurement Survey</p> <p>4.2. Analyze the data and include it in the Client</p>	None	5 minutes	Officer-of-the-Day/ / Assigned Focal Person

	Satisfaction Measurement Report.			
5. Proceed to the office lobby and logout from the client's logbook.	5.1 Dismiss the client gracefully. If the grievance has already been resolved proceed directly to step 7.2	None	1 minute	Guard on Duty
6. Wait for the updates on the status of grievance within three (3) days.	6.1 Endorse the transaction to the concerned office (DSWD Field Office, Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days. (If the transaction was received at the NPMO, the Assigned Officer of the day shall send an email notification to the Regional Grievance Officer to inform him/her.)	None	7 hours and 7 minutes	Officer-of-the-Day/ / Assigned Focal Person
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.	None	2 Days	Assigned Focal Person
7. Received update/feedback on the status of the grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call. For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.	None	10 minutes	Assigned Focal Person

	7.2 Update the status of the transaction in the GRS Information System.	None	10 minutes	Assigned Focal Person
Total if grievance is resolved outright		None	33 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		None	3 days	
Total		None	3 days	

2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to the limitations set to safeguard privacy of the beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

Office or Division:	4Ps – Planning, Monitoring, and Evaluation (PMED)			
	The PMED – Research and Statistics Units facilitate all data/research requests from different stakeholders, both internally and externally.			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data Request Form		Pantawid Website, Pantawid NPMO (https://pantawid.dswd.gov.ph/citizens-charter)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends filled up data request form	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable). 1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.	None	2 hours 30 mins	Project Evaluation Officer (PEO)/ Statistician at the National Program Management Office (NPMO) or Regional Monitoring and Evaluation Officer (RMEO) at the Regional Program

	<p>1.2. Acknowledgement and assessment by the Planning, Monitoring and Evaluation Division (PMED) at the NPMO or Regional Monitoring and Evaluation Unit (RMEU) at the RPMO.</p> <p>1.2.1. If Primary Data, endorse the request to the concerned Office.</p> <p>1.2.2. If Secondary Data, determine if the data that are being requested are public or classified based on the submitted documents.</p>		1 day	<p>Management Office (RPMO)</p> <p>PEO/ Statistician or Administrative Assistant</p> <p>PEO/ Statistician or RMEU</p>
2. Receive requested data and fill out the client survey form	<p>2. If the data requested is identified as Public Data, the PMED/RMEU will forward the request to the appropriate division/unit for data generation and preparation.</p> <p>2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the PMED/RMEU will refer the client to the resource site or provide the readily available data and client satisfaction survey form.</p> <p>2.2.1 If the data needs to be generated, data generation shall be undertaken by the PMED/RMEU.</p> <p>2.2.2. Preparation of memo endorsement to the NPM or RD for approval.</p> <p>2.2.2.1. If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form</p> <p>2.2.2.2. If the data request is disapproved, provide the data request to the client and</p>	None	<p>4 hours</p> <p>1 day</p> <p>5 days</p> <p>6 hours</p> <p>4 hours</p> <p>4 hours</p>	<p>PEO/Statistician or RMEU</p> <p>PEO/ Statistician or RMEU</p> <p>PEO/ Statistician or RMEU</p> <p>PEO/ Statistician or RMEU</p> <p>PEO/ Statistician or RMEU</p> <p>PEO/ Statistician or RMEU</p>

	submit a request to accomplish the client satisfaction measurement form.			
	<p>2.3. If the data requested is identified as Classified Data, the request will be forwarded to the NPMO for review and evaluation. The PMED or RMEU will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) and NPM or RD.</p> <p>2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/Pantawid Pamilya NPMO or RPMO will be prepared by PMED or RMEU prior to the release of data requested.</p> <p>2.3.1.1. Sharing of the draft MOA to the client for review.</p> <p>2.3.1.2. Review of the MOA and endorsement of comments/inputs to PMED/MEU from the Legal Section/Service.</p> <p>2.3.1.3. Revision of the MOA based on the Legal Service/Section's comments.</p> <p>2.3.1.4. Sharing of MOA to the client.</p> <p>2.3.1.5. Acknowledgement of receipt of MOA approved by the client.</p> <p>2.3.1.6. Preparation of communication to client regarding MOA signing</p> <p>2.3.1.7. Signing of MOA with the client</p>		<p>3 days</p> <p>6 days</p> <p>4 hours</p> <p>3 days</p> <p>2 days</p> <p>4 hours</p> <p>4 hours</p> <p>4 hours</p> <p>1 day</p> <p>4 hours</p>	<p>PEO/Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>Legal Service/ Section Technical Staff</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>

	<p>2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.</p> <p>2.3.2. If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.</p>		4 hours	<p>PEO/Statistician or RMEO</p> <p>PEO/ Statistician or RMEO</p>
TOTAL: Output 1: Request for Secondary Data Output 2: Request for Administrative Data Output 3.1 (Approved MOA): Output 3.2 (Disapproved MOA):		None	2 days, 6 hours and 30 mins 6 days, 6 hours and 30 mins 19 days, 2hrs and 30 mins 4 days, 2hrs and 30 mins	

**POLICY DEVELOPMENT AND PLANNING
BUREAU
(PDPB)**

FRONTLINE SERVICES

1. Approval for the conduct of Research Study & Acquiring Primary Data from DSWD Officials/ Personnel, beneficiaries, and clients (Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions)

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Research in which target respondents **involve more than one (1) region** shall seek the approval of the PDPB Director. Research requests must be submitted to PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit:

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

Office or Division:	Policy Development and Planning Bureau (PDPB) - Research and Evaluation Division (RED)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and 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) who intend to conduct research studies related to or involving the Department.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol: 1. Request letter If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments		Researcher Researcher PDPB-RED PDPB-RED Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter and/or the research request documents	1. Receive request	None	1 Minute	<i>Administrative staff PDPB</i>
	1.1. Receive the request letter addressed to the PDPB Director and/or the research request documents and encode the details in the office's tracking system for incoming documents			
	1.2. Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt.		2 Minutes	<i>Administrative staff PDPB</i>
	1.3. Endorse to the Division Chief (PDPB-RED) for assignment and further instructions (if any) to the concerned technical staff			
	1.4. Review the request and assign to available technical staff			
	1.5. Review the request as to area/region of coverage (<i>refer to MC 10, s. 2019 Section VII. Item No. 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.		5 Minutes	<i>Administrative staff PDPB</i>
	1.6. Assess the research request if the request shall undergo research protocol (i.e., approval of the PDPB Director) using the <i>Checklist for Reviewing Research Request</i>		3 Minutes	<i>Division Chief or OIC PDPB-RED</i>
	1.6.1. For requests that need not go through the protocol , endorse researcher to the concerned DSWD Offices/Bureaus/Sections/Units (OBSUs) using the <i>Endorsement Template</i> (either hard copy or soft		15 Minutes	
				<i>Technical Staff PDPB-RED</i>



	<p>copy via email) then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.</p> <p>1.6.2. For requests that need to go through the protocol, review submitted documents as to completeness</p> <p>1.6.3. If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p>			
2. Submit additional required documents (<i>Research Request Form, Research Brief, and research instruments</i>)	<p>2. Review of research request with concerned OBSUs and Field Offices (FOs)</p> <p>2.1. Review and assess the submitted documents in consultation with the concerned OBSUs and FOs</p> <p>2.2. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/disapprove the request.</p> <p>2.3. To recommend Approval?</p> <p>2.3.1. Yes - Prepare a recommendation for approval using the <i>sample recommendation template</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs.</p> <p>2.3.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to</p>	None	<p>4 Days</p> <p>0.5 Day</p>	<p><i>Technical Staff PDPB-RED</i></p> <p><i>Technical Staff PDPB-RED</i></p>

	fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.4. PDPB Director to approve/disapprove request based on recommendations To approve? 2.4.1. Yes - Inform researcher and endorse to the concerned OBSUs/FOs. Coordinate with the concerned office where the research request was endorsed, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3. 2.4.2. No - Go back to step 2.3.2		1 Day	<i>Director PDPB</i>
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	3. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	3 Minutes	<i>Technical/ Administrative Staff PDPB-RED</i>
Total		None	7 Days	

2. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

Office or Division	Policy Development and Planning Bureau (PDPB) - Planning and Monitoring Division (PMD)
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may avail	DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent

		researchers who are requesting current and secondary SWD data and statistics from the Department.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Data user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPON-SIBLE PERSON
1. Submit the required document (<i>request letter</i>)	1. Receive request	None	25 Minutes	Administrative Staff <i>PDPB</i>
	1.1. Receive the request letter addressed to the PDPB Director and encode the details in the office's tracking system for incoming documents. Check the completeness of information for the data request. For walk-in clients, request data user to log-in to the logbook. If request is received through email, reply and acknowledge receipt.			
	1.2. Endorse to the Division Chief (PDPB-PMD) for assignment and further instructions (if any) to the concerned technical staff		5 Minutes	Administrative Staff <i>PDPB</i>
	1.3. Assign data request to concerned technical staff		5 Minutes	Division Chief or OIC <i>PDPB-PMD</i>
	1.4. Assess the data request if the data/information are available within the office		10 Minutes	Technical Staff <i>PDPB-PMD</i>
	Data available within DSWD?			
	1.4.1. Yes, within PDPB - Prepare the requested data/ information then proceed to step 1.5		Single data: 1-3 Hours Multiple data: 2 Days	Technical Staff <i>PDPB-PMD</i>
	1.4.2. Yes, within other OBSUs - Endorse		30 minutes	Technical Staff

	<p>the request to the concerned OBSU using the <i>Endorsement Template</i> (either hard copy or soft copy via email) <i>then</i> request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.4.3. No - Inform the data user of other sources of data then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.5. Prepare response letter with the requested data and submit to the Division Chief</p> <p>1.6. Review, approve, and endorse response letter with the requested data to the PDPB Director</p> <p>1.7. PDPB Director to approve and sign the response letter with the requested data</p> <p>1.8. Send the signed/ approved response letter with the requested data to the data user then request the data user to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-</p>			<p><i>PDPB-PMD</i></p>
			30 Minutes	<p>Technical Staff <i>PDPB-PMD</i></p>
			10 Minutes	<p>Division Chief or OIC <i>PDPB-PMD</i></p>
			0.5 Day	<p>Director <i>PDPB</i></p>
			30 Minutes	<p>Administrative Staff <i>PDPB</i></p>

	based) and proceed to step 2.			
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based)	None	5 Minutes (walk-in) As soon as the clients accomplished the form (Email)	Technical/ Administrative Staff <i>PDPB-PMD</i>
	Total	None	1 to 3 Days¹	

¹ One (1) day if the request is for single data or up to three (3) days if request is for multiple data to include data processing time

PROGRAM MANAGEMENT PROGRAM (PMB)

FRONTLINE SERVICES

1. Securing Travel Clearance for Minors Travelling Abroad

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

Office or Division:	DSWD Field Offices		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	Filipino Minors Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Issuance of Travel Clearance Certificate			
A. For Minors Traveling Alone to a Foreign Country for the First Time			
1. Duly accomplished Application Form		DSWD Field Offices or at download form at www.dswd.gov.ph	
2. LSWDO/SWAD Social Worker's assessment, when necessary		Local Social Welfare and Development Office where the minor resides	
3. PSA issued Birth Certificate of Minor		Philippine Statistics Authority (PSA)	
4. One (1) Photocopy of PSA issued Marriage Contract of minor's parents/ Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Bgy or religious leader. PSA issued CENOMAR for illegitimate minors on SECPA;		Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader	
5. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad.		Law Office and Notarized at the place where the minor resides/ Philippine Embassy (if minors parent/s are abroad)	
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.		Applicant	
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement, etc)		Applicant	
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;		Applicant	
9. Unaccompanied Minor Certificate from the Airlines		Airline Company where ticket is obtained	
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.		Applicant	

For Succeeding Travel of Unaccompanied minor or Traveling ALONE	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever is applicable, with copy of valid ID with signature	Law Office and Notarized at the applicants place of residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate.	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court.
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the passport of the traveling companion.	Minor's travelling companion
Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant

4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	

<i>For Minors with alleged missing parent/s</i>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant

Within the Day Transaction

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Issuance of Service Sequence Number 2. Encoding of the client's information in online Spreadsheet 3. Issuance of the Client Satisfaction Survey Form (CSS Form)	None	5 minutes	Officer of the Day
2. Application	1. Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	Social Worker
3. Screening of Application Form and documentary requirements	1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to next Step.	None	5 minutes	Social Worker
4. Interview/Assessment*	1. Social Worker interviews and conducts assessment of the application; 2. Recommends for the approval or disapproval of the application to the Signing Authority.	None None	10 minutes	Social Worker

5. Review of the Application	1. Approves/Disapproves the application	None		Supervisor/OIC
	1.1 If Approved, proceed to step 6		5 Minutes	Social Worker
	1.2 If Disapproved, Counseling and Explanation of reason for disapproval of application		5 Minutes	Social Worker
	2. Notify the DFA, BI PMB, DSWD-CO. If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director	None	10 Minutes	Social Worker Social Worker/Admin Staff
6. Payment of: Php 300.00 for 1 year validity; Php600.00 for 2 years validity	1. Issues Order of Payment /Billing Statement	Php300.00 for 1 year validity;	3 minutes	Cashier
	2. Issues Official Receipt to the Applicant on the Payment Received	Php600.00 for 2 years validity		
	3. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)			Social Worker/Admin Staff
7. Preparation of Travel Clearance	1. Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	Social Worker/Administrative Staff
8. Approval of the Regional Director	1. Signs/Approves the Application or Certificate of Exemption for Exempted applicants	None	5 Minutes	Regional Director or the Authorized Approved Signatory
9. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption	1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	Social Worker Administrative Staff

TOTAL One year Validity Two years validity	P300 P600.00	1 hour and 9 minutes
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**Social Workers may require additional documents from the applicant as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.*

2. Application for Solo Parent Welfare Program

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. The increasing number of solo parents has led the national government to pass Republic Act 8972, or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. While being a solo parent can be difficult, the passage of RA 8972 has somehow made it rewarding.

RA 8972 was enacted to provide a comprehensive program of services for solo parents and their children. This law covers fathers or mothers who raise their children by themselves, either because of the death of a spouse, abandonment, separation or even those who have children as a result of rape.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of domicile falls equal to or below the poverty threshold as set by the NSCB and subject to the assessment of the duly appointed or designated social worker in the area shall be eligible for assistance: Provided, however, that any solo parent whose income is above the poverty threshold shall enjoy the benefits mentioned in Sections 16, 17, 18, 19, 20, 21 and 23 of these Rules.

Office or Division	Sectoral Programs Division
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	ELLIGIBLE SOLO PARENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirement for AICS Assistance	
Transportation Assistance	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit

2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.

MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE

1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
3. Valid Solo parent identification card	Local Government Unit
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.

MEDICAL ASSISTANCE FOR LABORATORY REQUESTS

1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.

BURIAL ASSISTANCE FOR FUNERAL BILL

1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.

BURIAL ASSISTANCE FOR TRANSFER OF CADAVER

1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
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2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain,
5. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
EDUCATIONAL ASSISTANCE	
1. Validated School ID and Valid Solo parent I.D of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate/Certificate of Residency or Certificate of Indigency	From the Barangay where the client ID presently residing
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay certificate/ certificate of Residency	From the Barangay where the client is presently residing.
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
1. Validated School ID and Valid Solo parent ID of the Parent/guardian	Registrar, Authorized staff from the school, Local Government Unit
2. Depending on the circumstances: For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay For Rescued Client: Certification from a social worker or Case manager from rescued clients. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children 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/her identity.	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.
For all other incidents: 3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other	From the Barangay where the client is presently residing.

documents from legal authorities'/regulating agencies, as may be applicable.				
PROVISION OF PPE				
1. Valid Solo parent identification card of the client/ person to be interviewed		Local Government Unit		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of application for assistance of a solo parent	1.1 Admin personnel will direct the client to the solo parent focal 1.2 If necessary, the client will be provided with a queueing number	None	5 minutes	Administrative Staff
2. Submit required documents for assistance	2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID • If clients have incomplete requirements, give a list of required documents and advise the client to come back upon completion of requirements	None	10 minutes	CBSS Social Worker
	2.2 If the requirements are complete, the social worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs	None	10 minutes	CBSS Social Worker
Provision of Psychosocial support, AICS, and Supplemental Livelihood Program				
	2.3 Provision of Psycho-social support-	None	30 minutes	CBSS Social Worker

	The psychosocial services for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent.			
	2.3.1 If for AICS, solo parent focal will facilitate referral to CIS or SWADT	None	10 minutes	CBSS Social Worker and CIS/SWAD Social Worker
	2.3.2 If for SLP, Solo parent focal will facilitate referral to SLP	None		CBSS Social Worker and SLP Focal Person
TOTAL		None	65 minutes	
Referral for concerned LGU and other Agencies				
	<ul style="list-style-type: none"> For all other services of the Department, the social worker further must refer the client to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other national government agencies, partner NGOs, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs. <p>2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social</p>			

	<p>worker will prepare the referral letter</p> <ul style="list-style-type: none"> <i>If necessary, the social worker handling the case shall prepare a case summary indicating his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the client shall likewise be done by the handling social worker.</i> <p>2.7 the referral letter will be forwarded to the Unit head for initial;</p> <p>If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval.</p>	None	10 minutes	CBSS Social Worker
	<p>2.8 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency.</p>	None	10 minutes	
TOTAL		NONE	85 minutes	

3. 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 Persons with Disability budget in assistive devices, 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:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section			
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 availments of the client and assessment of Social Worker.				
*Documents is still subject for verification and additional documents may be required depending on the case.				
For Assistive Devices				
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	None	2 Minutes	FO Social Worker/ Person with Disability focal Person
	1. Social Worker or Focal Person receives the client	None	2 minutes	FO Social Worker/ Person with Disability focal Person
	1.2 Provide a list of requirements	None	5 minutes	FO Social Worker/ Focal Person, Person with Disability Client
	1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs	None	5 minutes	FO Social Worker/ Focal Person
	1.4 Social Worker/ Focal person decides with the Person with Disability/ family member what services can be provided	None		FO Social Worker/ Focal Person

	1.5 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.	None	5 minutes	
	1.6 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the division chief	None	20 minutes	O Social Worker/ Focal Person
	1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance	None	30 minutes	Unit Head or Division Chief and Budget Officer
	1.7.a For assistive devices and technology not available			Unit Head or Division Chief and Budget Officer
	Release of the assistive device <i>Note: If the assistive device is available in the FO, focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of division chief</i>	None	3 days	
	1.8 Log the transaction in a distribution sheet signed by the receiving person/client	None	5 minutes	FO Focal Person or Admin staff Person with Disability client
	1.9 Facilitate filling out of client satisfaction survey/ feedback	None	5 minutes	FO Focal Person Person with Disability client/ family member
	1.10 For assistive device and technology available, releasing of approved gate pass or RIS	None	20 minutes Within the day for available 5-7 working days upon	Cash Unit FO Social Worker/ Focal Person or Admin Staff

	For assistive devices and technology not available, Persons with Disability/ family member/guardian will be provided with a claiming stub.		approval depending on the availability of the assistive devices.	
Total	If available:	None	1 hour and 39 minutes	
	If not available:		10 days and 79 minutes	
For Medical, Educational, Burial Assistance, Livelihood Assistance				
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. Social Worker of the Program Focal Person receives and review the required documents.	None	3-5 minutes	FO Social Worker/ Person with Disability focal Person
	2. Interview and assessment of Persons with Disability needs	None	5 minutes	FO Social Worker/ Person with Disability focal Person
	3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided.	None	5 minutes	FO Social Worker/ Person with Disability Focal Person
	4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT		10 minutes	FO Social Worker/ Person with Disability Focal Person And Division chief
Total		None	25 minutes	

4. Case Management in Center and Residential Care Facility

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing, and restoring clients' social functioning.

Office or Division:	Center Development Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Field Offices Center Facilities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Pre-Admission Phase</i>				
1. Client submits for initial interview and assessment	<p>1. Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p><i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF.</p>	None	30 minutes Within 5 days	Social Worker on duty

	(Endorsement should be made depending on the Level of Accreditation)			
2. Attends pre-admission conference	2. Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the client in line with his/her admission to the facility Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.	None	2 hours	Social Worker, Referring Party, Parents or any available family members
Total		None	5 Days, 2 hours and 30 minutes	
Admission Phase				
Attend admission conference	1. Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i> is also facilitated in compliance to Data Privacy Act of 2012. Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.	None	1 day	Helping Team/Multidisciplinary Team, Referring Party Social Worker

Submits self to the inventory of belongings	2. Conducts an inventory of the client's belongings and records them.	None	During the Client's 1 st day in the facility	Houseparent
Accepts set of clothing and other provisions to be provided.	3. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings ((<i>This is not applicable to non-residential facilities</i>))	None	During the Client's 1 st day in the facility	Houseparent
Submits self for examination	4. Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.	None	During the client's first day in the facility	Medical Officer, Nurse
	5. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the child's behavior and interact with his/her properly. ((<i>This is not applicable to non-residential facilities</i>).)	None	During the client's first day in the facility	Social Worker, Houseparent
Total		None	1 day	
Center-based Intervention Phase				
	1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 st day in the facility	Social Worker
	2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 nd to 7 th day of the client in the facility.	Psychologist, Psychometrician Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.
	3. Gathers additional information from the client, significant others and the	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/Multidisciplinary members,

	<p>worker's own observation on the client</p> <p>At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.</p>			Referring Party, LGU Social Worker
	<p>4. Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.</p>	None	<p>Within 30 days after admission</p> <p>Within 15 days after admission for the Intervention Plan</p>	Social Worker, Client/Resident
	<p>5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan</p> <p>Case conference is also conducted as need arises</p>	None	During the client's 4 th week in the facility; monthly	Helping Team/Multidisciplinary Team, Referring Party, LGU
	6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 th week in the facility	Helping Team/Multidisciplinary Team
Receives the provisions of the center and various interventions provided	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	<p>During the client's/resident's stay in the facility which is a minimum of six months with exception to the following:</p> <p>a. Early reintegration/rehabilitation prior to six months;</p> <p>b. Six months and beyond depending on the</p>	Helping Team/Multidisciplinary Team

			coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.	
	8. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case	None	Monthly	Helping Team/ Multidisciplinary Team
	9. Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.	None	During the client's 3 rd month in the facility	Social Worker, Helping Team/ Multidisciplinary Team
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.	None	Upon receipt of P/FCAR submitted by LGU	Social Worker

Attends pre-discharge conference	<p>3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>	None	2 hours	Helping Team/Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others
	4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
Submit to medical examination	5. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	Medical Officer/Nurse or other medical personnel in the facility
Attends discharged conference and turnover to the either to the LGU, family, SWA, placement	6. Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Helping Team/Multidisciplinary Team, Client, Family, concerned SWDAs, LGU

to independent living, group home living arrangement, adoption or foster care.				
	7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident
Post Center based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference. In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family
	2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	3. Follows up with the LGU for the submission of the aftercare report.	None	Within first three months; Monthly For CICL: Quarterly	Social Worker
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the	None	Upon completion of at least 50% of the After- Care Program Plan	Social Worker

	Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.			
TOTAL		NONE	6 months for Center Based	

5. Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries

Facilitation of Referral on Child/ren in Need of Special Protection (CNSP) to Field Offices and Other Intermediaries

Children in Need of Special Protection (CNSP) refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination, and violence (armed conflict, domestic violence and other analogous conditions prejudicial to their development) per Memorandum Circular No. 29, series of 2005.

Office or Division:	Sectoral Programs Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	OBSUs/ Field Office/Other intermediaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The request of Technical Assistance signed by the Regional Director		Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement and/or receipt of the CNSP cases to the PMB.	1. CNSP cases may be received by the Focal Person through walk-in, email, phone-in inquiries, and endorsed referrals from the EXECOM/MAN-COM, other personnel, and inter-agency.	None	1 day	PMB Focal Person for CNSP
	2. Received CNSP cases or referrals are logged in the EDTMS.	None	5 minutes	PMB Incoming Administrative staff.

	3. Focal Person conducts an initial interview and assesses the needs of walk-in clients, phone-in and email inquiries, and endorsed referrals from the EXECOM/MAN-COM and inter-agency.	None	15-30 minutes	PMB Focal Person for CNSP
	<u>If no referral letter is needed:</u>			
	1. Focal person provides information relative to the inquiry/ies of the client/s.	None	25 minutes	PMB Focal Person for CNSP
	2. Focal Person requests the client to respond / fill-up the Client Satisfaction Measurement Survey (CSMS).	None	10 minutes	PMB Focal Person for CNSP and Client
	3. Accomplished CSMS is submitted to the CSMS Focal Person for consolidation.	None	10 minutes	PMB CSMS Focal Person
	<u>If a referral letter is needed:</u>			
	1. Focal person drafts referral letter to the concerned Field Office/s and other intermediaries, and response letter to the referring agency.	None	1 day	PMB Focal Person for CNSP
	2. Focal person conducts initial coordination with the concerned Field Office/s and other intermediaries (if necessary).	None	20 minutes	PMB Focal Person for CNSP
	<u>If referral letter needs revision:</u>			
	3. Focal Person enhances/revise the referral to FO and response letter to the referring agency based on the comments/inputs received.	None	30 minutes	PMB Focal Person for CNSP

	4. Division Chief approves the referral to FO and response letter to the referring agency.	None	½ day	PMB – Sectoral Programs Division Chief
	5. Bureau Director (BD) approves the referral letter and response letter to the referring agency.	None	1 day	PMB Bureau Director
	<i>If necessary, CNSP Focal Person further revises documents and carries out other instructions.</i>			PMB Focal Person for CNSP
	6. Log the document number of the referral and response letter in the DTS.	None	1 day	PMB Outgoing Administrative Staff
	7. Send through email an advance copy of the referral to FO.	None		
	8. Endorse to Records Unit / Section.	None		
	9. Transmits the approved referral and response letter to the FO and referring agency.	None	20 minutes	DSWD CO Records Officer
	10. CNSP Focal Person monitors status of referral to the concerned FO.	None	1-15 days upon receipt	PMB Focal Person for CNSP
	11. The Field Office concerned provides feedback on the referred case through official correspondence/memo.	None	1-15 days upon receipt	FO Focal Person for CNSP / FO concerned
	12. CNSP Focal acknowledges Feedback Report from concerned FO and inputs in database.	None	1 day	PMB Focal Person for CNSP
TOTAL		NONE	20 & ½ days and 2 hours & 30 minutes	

6. Implementation of Assistance to Individual in Crisis Situations (AICS) at Central Office and to Field 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 unexpected life event or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychological service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job, or source of income. 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 Division		
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	
TRANSPORTATION ASSISTANCE			
1. One (1) Any valid identification card of the client/ person to be interviewed; and		Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none">SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date	
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);		From the Police Station	
3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena		From hospitals/clinic for medical abstract Court- court order/subpoena Social worker-justification	

4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
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MEDICAL ASSISTANCE FOR HOSPITAL BILL

1. One (1) Any valid identification card of the client/ person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE

1. One (1) Any valid identification card: and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.

3. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR LABORATORY REQUESTS	
1. One (1) Any valid identification card of the client/ person to be interviewed, and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
BURIAL ASSISTANCE FOR FUNERAL BILL	

1. One (1) Any valid identification card of the client/ person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

BURIAL ASSISTANCE FOR TRANSFER OF CADAVER

1. One (1) Any valid identification card of the client/ person to be interviewed	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
4. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.

EDUCATIONAL ASSISTANCE

1. One (1) Validated School ID and Valid I.D of the Parent/guardian; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:
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	<ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not be available to State Universities	Registrar officer, Authorized staff from the school
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client ID presently residing
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. One (1) identification card of the client/person to be interviewed; and	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
3. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
1. One (1) identification card of the client/person to be interviewed;	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID,

	Philippine National ID or any government issued ID with validity date
Depending on the circumstances: a. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay c. For Rescued Client: Certification from a social worker or Case manager from rescued clients. d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children e. 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/her identity.	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.
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/regulating agencies, as may be applicable.	From the Barangay where the client is presently residing.
PROVISION OF PPE	
1. One (1) Any valid Government Issued I.D	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. RT-PCR* Test Result, if applicable;	

*Reverse Transcription - Polymerase Chain Reaction				
WITHIN THE DAY TRANSACTIONS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Start • Entrance of the client to the CIU holding area asking for queuing number and Health Declaration form.	1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients	None	3 minutes	CIU/CIS Administrative Staff
2. Receipt and Screening of Documents and CrIMS Verification	2.1 The client and beneficiary's documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines.	None	5 minutes	CIU/ CIS Social Worker or Administrative Staff
	• If the documents are complete; the client will be interviewed and assessed.	None	5 minutes	
	• If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.	None		
	2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS			
3. Interview and Assessment	3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation.	None	20 minutes	CIU/ CIS Social Worker

	<p>The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information</p> <p>3.2.a The Social worker or administrative staff will ask the client to scan the QR code for the CSMSF.</p> <p>3.2.b If the client has no cellular phone, the social worker may provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.</p> <p>3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client' socio-economic situation as well as documents presented.</p> <p>3.4The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.</p> <p>3.5 The recommended amount once reviewed with concurrence, will be approved.</p> <p>*If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Social Worker or Administrative Staff</p>
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4. Release of Assistance	4.1 CIU-Central Office 4.1a. Cash out right (Php 10,000 and below) a. The CIU Admin Staff will photocopy the documents. b. The CIU Admin Staff will accompany the client to the FMS – Cash Division.	None	10 minutes	CIU Admin Staff FMS Disbursing Officer and Admin Staff
	4.2.b Guarantee Letter addressed to the Service Provider Php 50,000.00 below) a. Social Worker will prepare the guarantee letter b. CIU Admin staff will encode the Guarantee Letter to EDTMS c.CID Head will Review and Approve the GL. * If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance. 4.1. c If approved, the Administrative Staff will release the Guarantee Letter to the client	None	10 minutes	CIU Admin Staff
TOTAL		None	58 minutes both for cash outright and GL (up to P50,000)	
GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS				

• Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000	4. 3.a Reviewed and approved by the Approving Officer.	None	1-2 working days	Division Chief/Bureau Director
• Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000	4.3.b Reviewed and approved by the Approving Officer.	None	3-4 working days	Assistant Secretary for Statutory
• Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000	4.3.c Reviewed and approved by the Approving Officer.	None	5-7 working days	Undersecretary for Operations
• Guarantee Letter addressed to the Service Provider Php150,000 above	4.3.d Reviewed and approved by the Approving Officer.	None	Within the set timeline by the Office of the Secretary	Secretary
	4.3.e.1 CIU Admin Staff will text/call the client to claim the approved GL 4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned	None None	5 minutes	Administrative Staff
TOTAL		None	1 to 7 working days	

7. Implementation of Assistance to Individual in Crisis Situations in Social Welfare Assistance Desk 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 unexpected life event or crisis through the provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

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

loss of job, or source of income. 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 Division
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
TRANSPORTATION ASSISTANCE	
1. One (1) Any valid identification card of the client/ person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	From hospitals/clinic for medical abstract Court- court order/subpoena Social worker-justification
4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
5. One (1) Any valid identification card of the client/ person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:

	<ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
6. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
7. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
8. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
9. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE	
6. One (1) Any valid identification card: and	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
7. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
8. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
9. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service

10. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR LABORATORY REQUESTS	
11. One (1) Any valid identification card of the client/ person to be interviewed, and	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
12. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
13. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
14. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
15. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
BURIAL ASSISTANCE FOR FUNERAL BILL	
16. One (1) Any valid identification card of the client/ person to be interviewed; and	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
17. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,

18. Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel
19. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
BURIAL ASSISTANCE FOR TRANSFER OF CADAVER	
20. One (1) Any valid identification card of the client/ person to be interviewed	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
21. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
22. Funeral Contract	Authorized staff of the Funeral parlor/ Memorial Chapel
23. Transfer Permit	City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain
24. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
EDUCATIONAL ASSISTANCE	
25. One (1) Validated School ID and Valid I.D of the Parent/guardian; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
26. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, Authorized staff from the school

27. Statement of Account for college students, when available. This may not available to State Universities	Registrar officer, Authorized staff from the school
28. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client ID presently residing
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
29. One (1) identification card of the client/person to be interviewed; and	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
30. Project proposal and Food distribution List(CRCF client)	Local Government Unit / or Head of the residential care facility
31. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
32. One (1) identification card of the client/person to be interviewed;	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
33. Depending on the circumstances: f. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.

<p>g. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>h. For Rescued Client: Certification from a social worker or Case manager from rescued clients.</p> <p>i. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>j. 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/her identity.</p>				
<p>For all other incidents:</p> <p>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/regulating agencies, as may be applicable.</p>	<p>From the Barangay where the client is presently residing.</p>			
PROVISION OF PPE				
<p>34. One (1) Any valid Government Issued I.D</p>	<p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date 			
<p>35. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction</p>				
WITHIN THE DAY TRANSACTIONS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Start</p> <ul style="list-style-type: none"> Entrance of the client to the CIU holding area asking 	<p>1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients</p>	<p>None</p>	<p>3 minutes</p>	<p>Social Welfare Aide or Administrative Staff</p>

for queuing number and Health Declaration form.				
2. Receipt and Screening of Documents and CrIMS Verification	2.1 The client and beneficiary's documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines.	None	5 minutes	Social Welfare Aide or Administrative Staff
	<ul style="list-style-type: none"> • If the documents are complete; the client will be interviewed and assessed. • If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents. 	None	5 minutes	
	2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS	None		Social Welfare Aide or Administrative Staff
3. Interview and Assessment	3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation.	None	20 minutes	SWAD Social Worker
	<p>The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information</p> <p>3.2.a The Social worker or administrative staff will ask the client to scan the QR code for the CSMSF.</p> <p>3.2.b If the client has no cellular phone, the social worker may provide the CSMSF and instruct</p>	None	5 minutes	SWAD Social Worker or Administrative Staff

	<p>the client to fill out the form and once done may drop it to the designated drop box.</p> <p>3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client' socio-economic situation as well as documents presented.</p> <p>3.4 The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.</p> <p>3.5 The recommended amount once reviewed with concurrence, will be approved. *If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>SWAD Social Worker</p> <p>SWAD Team Leader</p>
4. Release of Assistance	<p>4.1 CIU-Central Office</p> <p>4.1a. Cash out right (Php 10,000 and below)</p> <p>a. The CIU Admin Staff will photocopy the documents.</p> <p>b. The CIU Admin Staff will accompany the client to the FMS – Cash Division.</p> <p>4.2.b Guarantee Letter addressed to the Service Provider Php10,000 to 50,000)</p> <p>d. Social Worker will prepare the guarantee letter</p> <p>e. CIU Admin staff will encode the Guarantee Letter to EDTMS</p> <p>f. CID Head will Review and</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p>Social Worker or Administrative Staff</p> <p>SWAD Team Leader/ Special Disbursing Officer</p> <p>SWAD Social Worker</p>

	Approve the GL. * If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance. 4.1. c If approved, the Administrative Staff will release the Guarantee Letter t the client			Administrative Officer
TOTAL		None	58 minutes both for cash outright and GL (up to P50,000)	
GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS				
• Guarantee Letter addressed to the Service Provider Php20,001.00 up to Php 50,000	4. 3.a Reviewed and approved by the Approving Officer.	None	Within the Day	SWAD Team Leader
• Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000	4. 3.a Reviewed and approved by the Approving Officer.	None	1-2 working days	Division Chief/Bureau Director
• Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000	4.3.b Reviewed and approved by the Approving Officer.	None	3-4 working days	Assistant Secretary for Statutory
• Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000	4.3.c Reviewed and approved by the Approving Officer.	None	5-7 working days	Undersecretary for Operations
• Guarantee Letter addressed to the Service Provider Php150,000 above	4.3.d Reviewed and approved by the Approving Officer.	None	Within the set timeline by the Office of the Secretary	Secretary
	4.3.e.1 CIU Admin Staff will text/call the client to claim the approved GL 4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned	None None	5 minutes	Administrative Staff

TOTAL	None	1 to 7 working days
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9. Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but is enrolled in the CDCs.³

Office or Division:	Program Management Bureau – Sectoral Programs Division			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)		Local Government Unit (Office of the Mayor/ C/MSWDO)		
Certified True Copy of Sangguniang Bayan Resolution		Local Government Unit (Office of the Mayor)		
Duly signed Project Proposal		Local Government Unit (Office of the Mayor/ C/MSWDO)		
Weight Monitoring Report (Form 3.A)		C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
Masterlist of Beneficiaries (Form 2.A)		C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
Masterlist of Child Development Centers (Form 2.B)		Local Government Unit (C/MSWDO)		
*These documentary requirements are presented to the DSWD Field Office personnel.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I Social Preparation for the Implementation of SFP (LGU to Field Offices)				
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	DSWD Field Office staff responsible in receiving documents (AAll)

	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			AA II
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.A Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO Regional Director Finance staff
	2.A.1 Proceed with the processing of the procurement of commodities	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	DSWD Field Office SFP Focal Person/ND/PDO
	2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.	None	20 days	DSWD Field Office SFP Focal Person Regional Director Finance staff
	2.B.2 Facilitate processing and Distribution of available checks / ADA for the LGU.	None	20 days	DSWD Field Office Cash Section/Disbursing Officer
4.LGU to participate to the program orientation	4.1. Conduct program orientation/updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU/Province	DSWD Field Office SFP Focal and staff



TOTAL		None	144 days
<p>Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)</p> <p>RA 7160, 54a – "The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it"</p>			
II. Creation of Cycle Menu and Supervision of Feeding Implementation			
1. Assist in the Conduct of Market Research	1.1 Conducts market research of the most common and available food items in the community.	None	7days DSWD Office SFP PDO /ND
2. Participation in the creation of cycle menu	<p>2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per province</p> <p>2.1a. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets</p> <p>2.2 Drafts two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids..</p>	None	<p>1 day/per province</p> <p>DSWD Office NDs/PDO</p> <p>Field SFP</p> <p>DSWD Office SFP NDs</p>
3. Finalization of the Cycle menu	<p>3.1 Submits the draft cycle menu for approval of the SFP Focal.</p> <p>3.2 Approves the cycle menu for allocation in the purchase request.</p> <p>3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis</p>	None	<p>4 hours</p> <p>4 hours</p> <p>DSWD Office SFP NDs</p> <p>DSWD Office SFP Focal</p> <p>DSWD Office SFP NDs</p>

	in the allocation in the Purchase Request		20 days	
4. Implement the approved cycle menu	4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	DSWD Field Office NDs/ PDOs in charge for SFP
5. Receives and the food and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitors the delivery of food commodities to the implementing LGU 5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of implementation.	None	3 days 120 feeding days	DSWD Field Office NDs/ PDOs in charge for SFP
6. Submit the Accomplishment Report	6.1 The FO to acknowledge and analyze the submitted accomplishment reports of LGUs (e.g. Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	DSWD Field Office SFP team
	6.2 The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office	None	20 days	DSWD Field Office SFP team
TOTAL		None	198 days and 8 hours	
<i>RA 11037, Section 4a – "...that the program shall include the provision of at least one (1) fortified meal for a period of not less than one hundred twenty (120) days in a year.</i>				
III. Monitoring and Evaluation (Field Office to Local Government Unit)				
1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs. 1.1a FO may also conduct spot checks to assess and monitor the implementation	None	4 hours	DSWD Field Office NDs/ PDOs in charge for SFP

	<p>(delivery/feeding/weighing, quality and quantity etc.).</p> <p>1.2 Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance</p> <p>1.3 Prepares the Travel Order and/or Virtual Link for the Technical Assistance</p>		<p>3 days per LGU</p> <p>1 day</p> <p>1 day</p>	<p>DSWD Field Office NDs/ PDOs in charge for SFP</p> <p>Admin Staff</p>
	3.1 Provides technical assistance through either demo, actual observation of the procedure and / or virtual provision of technical assistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others.		7 days	DSWD Field Office Focal Person/ PDOs in charge for SFP
2. Provide feedback, issues and concerns on the SFP implementation	4.1 Discusses the salient findings and recommendations to the Local Chief Executive during the Exit Conference.		1 day	DSWD Field Office NDs/ PDOs in charge for SFP
	<p>5.1 Prepares the Feedback Report and Confirmation Report to the LGU monitored.</p> <p>5.2 Approves the feedback report and confirmation report.</p>		<p>1 day</p> <p>1 day</p>	<p>DSWD Field Office NDs/ PDOs in charge for SFP</p> <p>Regional Director</p>

	Focal Person will be responsible for any e revisions and other instructions in the feedback report and confirmation report. 5.2a Log the document number of the confirmation report in the DTS. 5.2c Endorse to Records Unit / Section.		5 minutes 5 minutes	Outgoing Administrative Staff Outgoing Administrative Staff
3. Respond to Client Satisfaction Survey Form	6.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form		c/o records unit	Outgoing Administrative Staff /SFP
Total		None	15 days 4 hours and 10 minutes	

**For procurement process, kindly refer to Citizens Charter of Procurement Management Service/ Section*

10. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is a document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available for adoption.

Office or Division:	Field Offices and Central Office -Program Management Bureau-Adoption Resource and Referral Division (PMB-ARRD)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen

Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Abandoned and Foundling children:		
1. Endorsement Letter from Petitioner to FO Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
2. Notarized Petition with Endorsement letter from Petitioner to Field Office	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
3. Updated Social Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities	
4. Written Certification from radio/TV station	Radio or TV station	
5. One (1) newspaper publication and/or Affidavit of Publication	Newspaper publisher	
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)	
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
8. Birth /Foundling Certificate certified true copy from LCR or SECPA (if the document is available) Child's Profile	Philippine Statistics Authority (PSA) Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office	
11. Notice of Petition	DSWD-Regional Director where the Petition was filed	
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director	
For surrendered Cases:		
1. Letter of recommendation addressed to DSWD Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities	

2. Social Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate (Certified True Copy from LCR or SECPA, whichever is available)	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <ol style="list-style-type: none"> 1. Endorsement Letter to DSWD Secretary 2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.) 3. Death Certificate of Birth Parent/s (if deceased) 4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition 6. Copy of marriage certificate or Certificate of No Marriage (if necessary) 7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 8. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) 9. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) 	

10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)
11. Certificate of Authority for a Notarial Act (CANA) for surrendered cases
12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report.

Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222

1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person
2. Negative Certification of Birth Record from (LCR and PSA)
3. Written consent to Adoption of the following:
 - prospective adoptee, aged 10 years old and above
 - legitimate and adopted children aged 10 years old and above
 - Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)
4. Certificate of Authority for a Notarial Act (CANA)
5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefer RA 11222 process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office				
1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office	For Abandoned /Dependent/ Foundling Children			
	1. The Adoption Resource and Referral Unit (ARRU) shall review and examines the petition if sufficient in form and substance	None	3 working days	FO-ARRU social worker
	2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting.	None	5 days posting	Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director	None	5 working days	

	renders a recommendation			Regional Director
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.	None	2 working days	Field Office – Records Section
	For Surrendered Children			
	1. The ARRU shall review the Application together with the supporting documents	None	3 working days	
	2. The Regional Director shall render recommendation on the Application	None	2 working days	FO-ARRU social worker
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation	None	2 working days	Regional Director
	For Neglected/Abuse Cases			Field Office – Records Section
	1. The ARRU shall review the Petition together with the supporting documents		3 working days	Note: The number of signatories in the documents shall be limited to only 3 signatories
	2. The Regional Director shall render recommendation on the Petition	None	2 working days	
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation	None	2 working days	FO-ARRU social worker

		None		Regional Director
				Field Office – Records Section
Central Office				
DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB	A. Program Management Bureau –PMB 1. PMB Admin staff receives and tracks the document to the Document Transaction Management System (DTMS) and endorses to ARRD technical staff for review. 2. PMB technical staff acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned indicating comments and recommendations. FO. 3. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy furnished PMB- ARRD Admin staff for tracking in the DTMS.	None	4 working days	PMB –ARRD Amin Staff
		None	1 working day	PMB-ARRD Social Worker
		None	2 working days	PMB-ARRD- Social Worker ARRD Admin. Staff

	4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ Disapproval.	None	1 working day	OIC-Division Chief
	5. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director	None		ARRD Admin staff
	6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.	None		Bureau Director
	7. PMB Director renders decision and recommendation.	None		Bureau Director
	8. Admin. Staff tracks and endorse the documents to the Office of Undersecretary.	None		PMB Admin. Staff
	B. Undersecretary level			
	9. Reviews, approve and endorsement of the petition/ application and by the Undersecretary for Operations Group to the Secretary.	None		DSWD- Undersecretary
	10. If with comment, returns to PMB with comments/ note	None		PMB ARRD-TS Staff

	<p>11. PMB TS responds to comments/ notes and return to the Undersecretary</p> <p>C. Secretary level</p> <p>12. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)</p> <p>13. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if application is meritorious.</p>	None	2 working days	<p>OSEC – Technical staff</p> <p>DSWD-Secretary</p>
TOTAL		NONE	7 working days	
PMB transmits the endorsement and signed CDCLAA to Field Office	<p>D. PROGRAM MANAGEMENT BUREAU</p> <p>14. Receives the signed CDCLAA from OSEC and tracks to DTMS.</p> <p>15. Send thru email an advance copy of the signed CDCLAA to the FO</p> <p>16. Drafts memo to the FO endorsing the signed CDCLAA</p> <p>17. Approves by the Bureau Director the memo to the FO.</p> <p>18. Endorse to the Records Unit/Section approved memo of endorsement of signed original and/</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>15 minutes</p> <p>15 minutes</p> <p>15 minutes</p>	<p>ARRD Admin staff</p> <p>ARRD Admin staff</p> <p>ARRD Social Worker</p> <p>Bureau Director</p> <p>PMB Admin Staff</p>

	or Certified True Copy of CDCLAA	None	3-5 working days	DSWD CO Records Officer
	19. Transmit the signed original CDCLAA to the FO			
TOTAL		NONE	5 days and 55 minutes	

11. Licensing of Foster Parents

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office/Division/Unit/Section	DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Unit (ARRU)		
Classification	Highly Technical		
Type of Transaction	Government to Citizens		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Copy of Original Duly Accomplished Application Form		Adoption Resource and Referral Unit (ARRU) or DSWD Website https://adoption.dswd.gov.ph	
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original		Philippine Statistics Authority (PSA)	
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original		Philippine Statistics Authority (PSA)	
1 Copy of Original Medical Certificate issued at least 6 months		Public or Private Clinics/Hospitals	
1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)		Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer	
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance		National Bureau of Investigation (NBI) / Philippine National Police (PNP)	
1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character		Barangay where the applicant/s reside	

3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months		Applicant		
1 Photocopy of Certificate of Attendance at Foster Care Forum		Adoption Resource and Referral Unit (ARRU)		
Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others Note: Other document/s may be required is/are necessary on the case management of intensive cases		Philippine Statistics Authority Applicant		
Additional Requirements for Alien Applicants:				
1 Photocopy of Certificate of Residence in the Philippines		Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)		
1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years		Applicants *Bureau of Immigration/Department of Foreign Affairs		
At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship		Applicant		
1 Original Copy of Certificate of Travel Records Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application		Bureau of Immigration (BI)		
1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License		Applicant		
Such other documents that the Department/Agency/Local Government Units may require Note: Other document/s may be required is/are necessary on the case management of intensive cases		Applicant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Attendance to Foster Care Forum	1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	ARRU Social Worker
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	Administrative Aide
2. Filling-up of Application Form and Submission of Documents	2.1. Receipt of the duly accomplished application form and documentary requirements from the client	None	10 minutes	Administrative Aide IV
	2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the concerned ARRU Social Worker	None	15 minutes	Administrative Staff
	2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit	None	1 hour, 30 minutes	ARRU Social Worker
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Staff
	2.6. Review and recommending approval of the Unit Head	None	1 hour	ARRU Head
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	Administrative Aide IV
	2.8. Review and recommending approval of the Division Chief	None	1 hour	PSD Chief
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	Administrative Aide
	2.10. Review and recommending approval of the	None	1 hour	

	Assistant Regional Director for Operations 2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director 2.12. Approval of the Regional Director 2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRU Social Worker	None None None	10 minutes 2 hours 20 minutes	Assistant Regional Director for Operations Administrative Aide IV Regional Director Administrative Aide IV
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay. 3.2. Preparation of the Home Study Report (HSR) 3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID 3.4. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Unit Head 3.5 Review and recommending for approval of the Unit Head 3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None None None None None None	8 hours Within 20 days 8 hours 10 minutes 4 hours 10 minutes 4 hours	ARRU Social Worker ARRU Social Worker ARRU Social Worker Administrative Aide IV Unit Head Administrative Aide IV PSD Chief

	3.7. Review and recommending approval of the Division Chief	None	10 minutes	Administrative Aide IV
	3.8. Database logging of draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Assistant Regional Director for Operations	None	4 hours	Assistant Regional Director for Operations
	3.9. Review and recommending approval of the Assistant Regional Director for Operations	None	10 minutes	Administrative Staff
	3.10. Database logging of the draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Regional Director	None	4 hours	Regional Director
	3.11. Approval of the Regional Director	None	10 minutes	Administrative Staff
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	20 minutes	Administrative Staff
	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None		
TOTAL		None	21 days, 21 hours, and 35 minutes	

12. Placement of Children to Foster Parents

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office or Division	ARRU-Foster Care Section (FCS)
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Classification	Highly Technical			
Type of Transaction	Government to Government Government to Business Entity			
Who May Avail	Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Child Case Study Report		Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated		
1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months		Public or Private Clinics/Hospitals		
1 Original SECPA copy of Birth Certificate/Foundling Certificate		Philippine Statistics Authority (PSA)		
Child's Profile		Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated		
Recent Photograph		Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Units where the child is admitted/originated		
1 Original Copy of Psychological Evaluation for children five (5) years old and above		Child Psychologist		
1 Photocopy of School Records for Children in School Age		School where the child is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Matching	1.1 Receipt of the dossier of the child from the concerned agency	None	15 Minutes	Administrative Aide IV
	1.2 Encoding of the application in the database then forward it to the concerned technical staff for review	None		
	1.3 Review and endorsement of the dossier of Child/ren to the Matching Secretariat	None	2 Days	ARRU Social Worker
	1.4 Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None		

	1.5 Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary	None		ARRU Social Worker
	1.6 Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV
	1.7 Review and approval of the acknowledgment letter or comments on the child's dossier	None	1 day	ARRU Head, PSD Chief ARDO, RD
	1.8 Endorsement of the approved Acknowledgment Letter to the concerned agency	None	1 day	Administrative Aide IV, Records Section
	1.9 Invitation of the agency/social worker to the Foster Care Matching Conference	None	1 day	Matching Secretariat
	1.10 Preparation of the roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference	None	1 day	Matching Secretariat
	1.11 Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members	None		
2. Matching Phase	2.1 Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference	None	10 minutes	Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG)
	2.2 Brief visual presentation of each case of foster parents and children	None	4 hours	Case Managers from ARRU, RCFs, CPAs, CCAs, and LGUs

	2.3 Discussion/ provision of comments, observations, and inputs on the case presented	None	2 hours	Matching Secretariat, RCWSG, Case Managers from ARRU, RCFs, CPAs, CCAs, and LGUs
	2.4 Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/resources of the foster parents	None	1 hour	Matching Secretariat, RCWSG
	2.5 Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	30 minutes	Matching Secretariat RCWSG
3. Post-Matching	3.1 Database logging of the Resolution, Certificate of Matching, and Transmittal Memo to concerned agency for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV
	3.2 Review and Approval of the Resolution, Certificate of Matching, and transmittal to concerned agency	None	1 day	ARRU Head, PSD Chief, ARDO and RD
	3.3 Endorsement of the approved Acknowledgment/Transmittal Letter to the concerned agency/social worker	None	20 minutes	Administrative Staff
Upon Receipt of Acceptance Letter from FPs	3.4 Receipt of the Acceptance Letter from Foster Parents as the basis for the issuance of Foster Placement Authority	None	5 minutes	Administrative Aide IV, Records Section
	3.5 Preparation of the Foster Placement Authority (concurrent by the foster parents) and transmittal	None	30 minutes	Matching Secretariat

	letter to the concerned agency/ social worker			
	3.6 Approval of the FPA and transmittal letter to the concerned agency/social worker	None	1 day	ARRU Head PSD Chief ARDO Regional Director
	3.7 Sending of the signed FPA and transmittal letter to the concerned agency/ social worker (either face to face, email, or mail through the Records Section)	None	1 hour (for face to face or email)	Administrative Staff/Records Officer
4. Placement and supervision of the foster children with the foster parent	4.1 Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of the child to the foster parent	None	1 day	Social Worker of the Child and Foster Parents; Foster Parent; Child
	4.2 Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended.	None	1 day	ARRU Social Worker
	4.3 Conduct home visits to monitor the foster child's adjustment in the foster home until foster placement is terminated	None	Frequent for the first three months; Bi-monthly for the succeeding months Short term - less than 6 months Long-term - 6 months or more	ARRU Social Worker
TOTAL (Excluding the supervisory period)		None	10 days, 10 hours, and 10 minutes	

13. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the then 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 quality and timely delivery of services and is also intended to facilitate coordination between and among service providers.

Office or Division:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People Living with HIV (PLHIV) and their affected families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 1: Intake Form 2. Informed Consent 3. Form 2: Referral for Service 4. Form 3: Referral Feedback 5. Form 4: Referral Registry		Referring agency		
Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients get queuing and accomplish Health Declaration Form	1.1 Issuance of Queue Number and Health Declaration Form	None	5 Minutes	Admin / Security personnel
2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty	2.1 Receive and review of submitted documents 2.2 Provide appropriate action and assistance: If the client is a referral from other agencies or organizations: <ul style="list-style-type: none">• Check Documentary Requirements for particular assistance needed;• Review Referral Forms 1 to 4; and	None	30 minutes	PLHIV Focal Staff / Alternate

	<ul style="list-style-type: none"> • Proceed to SOP No. 2: Provision of Assistance to PLHIVs <p>If a client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:</p> <ul style="list-style-type: none"> • Consult Directory to identify the appropriate service provider / agency; • Fill-out Form 2 then give it to the client; • Fill-out Form 4 then place it in the client's file; • Complete and update Referral Register on spreadsheet; • Advise client to go to the Receiving Agency; and • Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3 			
3. Accomplish Client Satisfaction Survey Form	3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS	None	5 minutes	PLHIV Focal Staff / Alternate
	<p>4. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral:</p> <ul style="list-style-type: none"> • Coordinate with Receiving Agency and seek for updates; • Ask for Form 3 either from the client and or Receiving Agency; • Review Form 3; and • Complete and update Case File and Referral Register 		15 minutes	PLHIV Focal Staff / Alternate
TOTAL		NONE	55 minutes	

14. Processing of Adoption Application and Placement

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child's extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

Office or Division:	Field Offices and Central Office - Adoption Resource and Referral Division (PMB-ARRD/ARRS)		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen		
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<i>Prospective Adoptive Parent/s (PAP/s) Dossier</i>			
1. Home Study Report (HSR);		DSWD FOs, CCAs, CPAs, LGUs	
2. Certificate of Attendance to Adoption Forum;		DSWD Field Office/CCAs/CPAs	
3. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren;		Philippine Statistics Authority (PSA)	
4. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant;		Philippine Statistics Authority (PSA) Philippine Courts	
5. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old;		Applicant	
6. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a)		Licensed Physician	

indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report;	
7. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	Licensed Psychologist
8. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report;	National Bureau of Investigation (NBI) Police Station
9. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
10. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years);	Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and	Applicant
12. Affidavit of temporary Custody	Applicant
Additional Requirements for Foreign Nationals	
<p>13. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.</p>	Embassy / Foreign Adoption Agency / ICAB

For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child's possible entry to the PAP's country of origin.	
14. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
15. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	Character Reference
16. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	Police Station
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	
C. Child's Dossier	
Surrendered Children	Where to Secure
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/DO
4. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC)	DSWD FOs/LGUs/CCAs/CPAs
5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
8. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
9. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child

10. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
11. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Abandoned/Foundling/Neglected Children	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
5. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
8. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Additional Supporting Documents	
1. Death Certificate of Birthparents (if deceased) 2. Psychiatric/ Psychological Evaluation Report 3. DVC of husband (if child was born within a valid marriage(Marriage Certificate (if necessary)	
For Relative Adoption	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children 2. Notarized Oath and Undertaking by the guardian/relatives 3. Family Genogram with Birth Certificate	
For Cases of Children with Finalized Domestic Adoption	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected Children except for the Birth Certificate 2. Certified True Copy of the Adoption decree 3. Certified True Copy of the Finality/ Entry of Judgment 4. One (1) SECPA copy of New Birth Certificate of the child 5. Photograph of the Child with the Adoptive Parents	<ul style="list-style-type: none"> • Court where the domestic adoption was finalized • Court where the domestic adoption was finalized • Philippine Statistics Authority (PSA)

	• Adoptive Parents
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552; HSR prepared by an accredited Foreign Adoption Agencies (FAAs)	Foreign Adoption Agencies (FAAs)
Certification that the said FAA is accredited by ICAB	Inter-Country Adoption Board (ICAB)

If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I.FO-Level A. Processing of Adoption Application -The Prospective Adoptive Parent/s inquire (either thru phone/ walk-in/email/ DSWD dashboard)/file application to the concerned Field Office.	1.Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/forum	FO ARRS/SWAD
	2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren.	None	Within the day upon receipt of the PAP/s case	FO ARRS/SWAD
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the requirements to the FO:	None	One (1) day	PAP/s/DSWD FO ARRS
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None		FO ARRS/SWAD

	<p>5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements.</p> <p>6. If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)</p> <p>7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching</p>	None	Within a month from the date of filing of application for adoption of the PAPs,	FO ARRS/SWAD Note: The number of signatories in the documents shall be limited to only 3 signatories
TOTAL		None	5 -15 months	
<p>I. Regional Level Placement of Children to PAP/s through Regional Matching</p> <p>Endorsement of the Dossier of the PAPs and child for Regional Matching</p>	<p>1.Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents</p> <p>2. Inform the concerned agency on the comments and recommendations through an official memo.</p>	None	<p>Within two (2) working days from the receipt of CDCLAA</p> <p>Within three (3) days upon receipt of dossier</p>	<p>FO- ARRS Social Worker</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p>
	<p>3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching</p> <p>4. Invite the RCWSG members to the matching conference.</p>	None	<p>At least three (3) days prior to the scheduled matching conference.</p> <p>At least three (3) days prior to the scheduled matching conference</p>	<p>FO ARRS Social Worker</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p>
	5. Provide the RCWSG members advance copies of dossier of Children/PAP/s	None	At least three (3) working days before	FO- ARRS Social Worker

	<p>6. Conduct /present the child and PAP/s' case in the matching conference</p> <p>7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s</p> <p>8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching,</p> <p>9. For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office.</p> <p>All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional Clearance based on the favorable assessment and recommendation by the social worker managing the case.</p> <p>10. Inform the PAP/s on the result of the matching (if matched)</p> <p>Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director.</p>		<p>the matching conference.</p> <p>One (1) day (Matching Conference at least twice a month but not exceeding four times a month)</p> <p>During the matching conference</p> <p>After the matching conference</p> <p>Within three (3) days from the date of matching</p> <p>A day after the matching conference</p> <p>Within two (2) days after receipt of the notice of the result of matching</p>	<p>Child and PAP/s handling social worker</p> <p>RCWSG, FO-ARRS. CCAs/CPAs 'Social Workers</p> <p>Regional Director</p> <p>FO-ARRS Social Worker Regional Director</p> <p>PAP/s'/SWAD Social Worker</p> <p>PAP/s</p>
	11. Pre-Adoptive Placement Authority (PAPA) shall be issued	None	Within two (2) days after the receipt of the	FO-ARRS Social Worker

	once received the written acceptance letter of the PAP/s.		acceptance letter of the PAPs	
	12. Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.	None	Within 10 days from the receipt of PAPA duly conformed by the PAP/s'	PAP/s' and child Social Workers
	13. Conduct/monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report.	None	Three (3) months after the placement of the child to the custody of PAPs	PAP/s' Social worker
	14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director. Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel. Note: End of process for Administrative Phase.	None	A day after receipt of the final post-placement supervisory report Within 30 days after the receipt of CA.	DSWD FO-ARRS Social Worker) Regional Director PAP/s Social Worker Note: The number of signatories in the documents shall be limited to only 3 signatories
II. CO Level Placement of Child/ren and PAP/s through Inter-regional Matching Conference/Issuance of ICA	Upon receipt of the child and PAP/s' dossiers, the PMB-ARRD matching secretariat shall conduct the following: 1. Acknowledge and review the Child /Home Study Report and other documentary requirements and make assessment and recommendation. 2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an	None	Within a day after the upon receipt of the dossier Within three (3) days upon receipt of the dossier	PMB ARRD Social Worker PMB-ARRD Social Worker PMB Director

	<p>official letter or memorandum, approved by the Bureau Director</p> <p>3. Prepare a roster of children and PAP/s available for interregional matching.</p> <p>Inform and invite and request the handling social worker of the child/PAP/s to prepare a visual/PowerPoint presentation of their cases for matching.</p> <p>4. Inform and invite the NCWSG members to the matching conference.</p> <p>5. Provide the NCWSG members advance copies of the child/ren and PAP/s' dossier for review</p> <p>6. Conduct/present the case of the child/ren and PAP/s in the matching conference. Ensure a quorum of the NCWSG members (three (3) out of five (5)).</p> <p>7. Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.</p> <p>Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.</p> <p>8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA), except for</p>		<p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days before the matching conference</p> <p>On the day of scheduled matching conference (At least once a month, but not exceeding four (4) times a month)</p> <p>On the day of matching conference</p> <p>After the matching conference</p> <p>Within two (2) days after the matching conference</p>	<p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>Child/PAP/s Social Worker</p> <p>NCWSG</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p>
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	<p>children below three (3) years old.</p> <p>All cases for relative intercountry adoption/cases with finalized Domestic Adoption, shall not be presented in the interregional matching conference and shall be issued with ICA clearance based on the assessment and recommendation by the social worker. Endorsed immediately to ICAB the original copy of child's dossier, along with the original copy of ICA clearance, as signed by the Bureau Director</p>			
	<p>9. Facilitate the signing of Certificate of Matching for children matched by the NCWSG members. and endorse to the Bureau Director or his/her duly authorized representative for his/her approval.</p> <p>If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the PAP/s shall submit a written explanation citing the reasons for non-acceptance. Acceptability on the reason/s shall be based on the evaluation of the Bureau Director.</p>	None	<p>A day after the matching conference</p> <p>Within two (2) days upon receipt the notice of matching result</p>	<p>PMB Bureau Director</p> <p>PAP/s</p>
	<p>10. Once accepted the matched, submit Acceptance Letter to PMB</p> <p>11. Facilitate the approval of the PAPA by the Bureau Director or his/her duly authorized representative, upon receipt of the Acceptance Letter from the PAP/s and endorse to DSWD residential facilities/CCAs/CPAs concerned</p>	None	<p>Within the day, after the receipt of the result of the matching</p> <p>Within the day from the receipt of Acceptance Letter from the PAP/s</p>	<p>PAP/s</p> <p>PMB –ARRD Social Worker</p> <p>PMB Bureau Director</p>
	12. Facilitate the approval of the Pre-Adoption Placement Authority (PAPA), signed by the Bureau Director	None	Within the day after the receipt of the PAP/s'	PMB-ARRS Social Worker

	13. Coordinate and facilitate child's actual physical transfer to the PAP/s		Acceptance Letter	PAP/s' Social Worker
	14. Conduct/monitor post-placement supervisory visits (3 months) and recommend for the issuance of Certificate of Consent to Adoption (CA). at the final supervisory report.		Within 10 days after the receipt of the PAPA	PAP/s' Social Worker
	15. Facilitate the issuance of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report		Three (3) months after placement of the child	DSWD Undersecretary for Operations
	Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department		Within the day, after the receipt of the third/final post placement supervisory report	
TOTAL		NONE	25 Days Maximum depending on the case of the child	

15. Provision of Assistance to Clients of the Vocational Rehabilitation Centers

Procedure on the management of clients' cases and provision of assistance to clients of Vocational Rehabilitation Centers managed by DSWD Field Offices i.e. National/ Area Vocational Rehabilitation Centers and Center for the Handicapped.

Office or Division:	Center Development Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Field Offices Center Facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Referral Letter		LGU/ other referring party	
Social Case Study Report		LGU/ other referring party	
Medical Clearance		Private/ Government Physician	
Court Order (if any)			
Barangay Clearance/ Certificate		Local Barangay Office	
Other pertinent documents per CRCF manual			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Client submits for initial interview and assessment	<p>1. Conducts initial interviews with the clients, parents, or guardians and provides brief orientation on the programs and services of the center.</p> <p>Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreached or referral from the Local Government Unit (LGU), National Government Agencies, Non-Government Organizations and other entities.</p> <p><i>Remarks: In the new normal, online registration virtual platforms/ teleconference or other forms of modalities are done in conducting an interview with client, family or referring agency in compliance with safety and health protocols.</i></p>	None	2 hours	Social Worker
Receives a list of documentary requirements or referral to other agencies	<p>2. Accomplishes the intake sheet and submits it to the Supervising Social Worker for case assignment.</p> <p>Provides the list of documentary requirements for compliance of the client's family, if the client is found eligible to avail of the service</p> <p>Refers the client to LGU, families, and other agencies who can respond to his/her needs, if the client is found not eligible to avail of the service.</p>	None	One day	Social Worker
Submit self for physical medical examination	3. Refers the client to the Medical Officer for physical examination. Should the	None	30 minutes	Social Worker, Medical Officer,

	Medical Officer request laboratory tests, the client shall be given one day to comply with the required tests.			Client
Submit self for psychological assessment	4. Refers the client to the Vocational Guidance and Psychological Services for the initial assessment to determine his/ her psychological functioning, if client is assessed to be physically fit	None	2 hours	Social Worker Psychologist/ Psychometrician
	<p>5. Conducts home visit to the clients to gather collateral information as basis in the preparation of the Social Case Study Report</p> <p>For the clients from far flung provinces, cities, municipalities/ areas, the social worker coordinates and requests assistance from the C/MSWDO for the conduct of the home visit to the client to gather information.</p> <p>The social worker prepares the social case study report</p>	None	45 days	Social Worker (VRC)/ Social Worker (LGU)
Admission Phase				
Attends the orientation on the facility's programs and services.	<p>1. Orients the client about the facility, its programs and services, exploratory courses, schedules, rules and regulations including the accommodation procedures of clients (if necessary) with client's conformity.</p> <p>The Social Worker accomplishes Admission Slip.</p>	None	1 hour	Social Worker, Client
	2. The rehabilitation team conducts the 1 st Rehabilitation Team Meeting. The client's case	None	4 hours	Rehabilitation team

	<p>is presented and discussed including the information from the client and from the collateral information gathered.</p> <p>The discussion includes details on the exploratory training (2-3 courses within five days per course), result of the psychological assessment, evaluation of the social rehabilitation courses and the intervention plan of different services.</p>			
	3. The social worker calls for the second rehabilitation team meeting to discuss and finalize the social rehabilitation goals of clients (indicating rehabilitation indicators, plans and social rehabilitation schedules within 2-3 months).	None	2 hours	Social Worker, Rehabilitation Team
Social Rehabilitation Phase				
Attends the social rehabilitation training for two to three months on functional literacy, independent living, personality development, physical functioning, work adjustment, etc.	<p>1. The Social Adjustment Service, Vocational and Psychological Guidance Service, Training Service, Medical and Dental Service, etc. provide appropriate programs and services needed by the client.</p> <p>The Social Worker prepares and consolidates all reports from different services.</p> <p>The Social Worker updates the Social Case Study Reports and Intervention Plan of the client per results of monitoring and evaluation done while attending the social rehabilitation.</p>	None	3 months	SAS, VPGS, Training, Medical and Dental Services
	2. Convenes rehabilitation team for an evaluation	None	1 hour	Social Worker,

	conference to discuss and assess the results of Social Rehabilitation Training and determine the client's readiness for vocational rehabilitation training.			Vocational Training Members, Rehabilitation Team
Proceed for the vocational rehabilitation training phase and/ or receives certificate of attendance for the completion on social rehabilitation training program.	<p>3. Endorse client to proceed to the vocational rehabilitation training phase, if client is willing.</p> <p>If the client decides NOT to proceed to the vocational training, provides certificate of attendance for the completion on social rehabilitation training program.</p>		20 minutes	Social Worker, Clients
	<p>4. Convenes the rehabilitation team to determine and finalize the client's vocational training course to take, vocational training schedules and other needed requirements.</p> <p>The team finalizes the vocational rehabilitation goals of client.</p>	None	2 hours	Social worker Rehabilitation Team Client
Vocational Rehabilitation Phase				
Attends to the vocational training services based from the chosen vocation course	<p>1. Refers the client to the vocational training services to acquire skills along his/ her chosen vocational course and duration period from three up to nine months.</p> <p>The psychologist/ psychometrician conducts vocational counselling session to the client for guidance.</p>	None	3 to 9 months	Social Worker, Psychologist/ Psychometrician
	2. The rehabilitation team monitors and submits progress reports within 3-9 months period providing feedback on significant effects/ benefits of the vocational rehabilitation attended by client.	None		Social Worker, Rehabilitation Team, Trainers SAS Service VPGS Service

	<p>The Social Worker consolidates all reports from different services.</p> <p>The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase.</p>			
	<p>3. The social worker with the rehabilitation team assesses the results of the vocational rehabilitation training program of the client.</p> <p>If the vocational rehabilitation training is successful, thereafter the rehabilitation team will discuss and agree on plans and schedules for the OJT of client.</p>	None	3 hours	Social Worker, Rehabilitation Team
	<p>4. Social Worker prepares referral letter to the concerned parties. If the client wants to take other options or proposals for further training/employment, then the rehabilitation team will assist him/her on the matter.</p>	None	1 hour	Social Worker/ Rehabilitation team
	<p>5. The Social Worker calls the rehabilitation team meeting to discuss the conduct of the On-the-Job (OJT) Training of client for two-three months.</p> <p>The rehabilitation team discusses/ finalize the referral letter and MOA/ MOU with employers.</p>	None	3 hours	Social Worker, Placement Officer, Rehabilitation Team
	<p>6. Prepares the referral letter and MOA/ MOU with employers.</p>	None	1 hour	Social Worker
On-the-Job Training Phase				

Attends the OJT based on recommendation of the rehabilitation team.	<p>1. Monitors clients on matters such as attendance, behavior, work attitude and work habit.</p> <p>The social worker prepares monthly feedback report.</p> <p>The employer submits an evaluation report based on the performance of the client.</p>	None	2-3 months	Social Worker Placement Officer Client Employer
	<p>2. Convenes the rehabilitation team to discuss the results of the OJT of client based on employer's final evaluation report.</p> <p>If OJT assessment is positive/ favorable, the trainee will be referred either to school or job placement</p>	None	45 minutes	Social Worker, Rehabilitation Team Client Employer
Job Placement Phase				
Avails of open employment, self-employment or sheltered employment	1. Refers client to open employment, self-employment or sheltered employment within three months.		3 months	Social Worker, Placement Officer, Client
	<p>2. Submits an evaluation on program implementation citing effects/ benefits to the social worker and members of the Rehabilitation Team recommending for the closure of the case having achieved the vocational rehabilitation indicators.</p> <p>When job placement indicators have been achieved within three (3) months from the date of actual job placement, the graduate and the employer are formally informed on recommendation for the closure of the case</p>		1 day	Placement Officer, Rehabilitation Team, Employer

	<p>The Placement Officer and Rehabilitation team identify gaps to enhance the provision of the vocational rehabilitation programs and services. Feedback reports from client after undertaking the vocational rehabilitation training program are elicited and responded.</p> <p>The social worker prepares an updated social case study report.</p>			
Discharge Phase				
	<p>1. Conducts pre-discharge conference with the rehabilitation team involving the family member, referring party and LGU to discuss the nature of discharge and after care plan of client within three-six months.</p> <p>The nature of discharge includes but not limited to open employment, self-employment, sheltered employment, independent living, family, employer, LGU acceptance, dropped out or terminated.</p> <p>The discharge/ termination plan is formulated with the client and other stakeholders prior to actual termination.</p>	None	2 hours	Social Worker, Client, Family Member, Referring Party/LGU
	2. Calls for the final discharged conference with family member and referring party to finalize the discharged plan.	None	2 hours	Rehabilitation team Referring party/ LGU
Accomplishes Client Satisfaction Survey	3. Administers satisfaction survey either online or personal fill-in the form.	None	10 minutes	Social Worker, Client

	<i>Remarks: In the context of the pandemic, filling up the satisfaction survey can be done either through email or personal filling-out of survey or other modalities, whichever is applicable to the client.</i>			
VI. Post Discharge				
	1. Conducts monitoring visit to clients within 3 to 6 months after the discharge to determine the status of client in the family or community. The Social Worker prepares termination/ closing summary report of client. <i>Remarks: In the context of the pandemic, the social worker conducts virtual platforms/ teleconference or other forms of modalities to monitor status of client in the family or community.</i>	None	3-6 months after discharge	Social Worker,
TOTAL		NONE	18 months maximum, until job placement phase when availed	

16. Provision of Assistance to Person living with HIV (PLHIV)

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 this 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:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	People Living with HIV (PLHIV) and their affected families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance for Hospital Bill	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)	<ul style="list-style-type: none"> Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Medical Assistance for Medicine	
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the attending physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
2. Prescription with the date of issuance, complete name, license number, and signature of the Physician issued within three (3) (original and one(1) photocopy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Medical Assistance for Laboratory Requests	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)	<ul style="list-style-type: none"> Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities

4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,
3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> Authorized staff of the Funeral Parlor/ Memorial Chapel
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Burial Assistance for Transfer of Cadaver	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader
3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> Authorized staff of the Funeral Parlor/ Memorial Chapel
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> From the Barangay where the client is presently residing.
Educational Assistance	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Validated school ID of the student beneficiary	<ul style="list-style-type: none"> Registrar, Authorized staff from the school
2. Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy)	<ul style="list-style-type: none"> Registrar, Authorized staff from the school
3. Statement of Account for college students, when available. This may not available to State Universities Registrar (original and one(1) photocopy)	<ul style="list-style-type: none"> Registrar officer, Authorized staff from the school

4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	•From the Barangay where the client is presently residing.			
Food Assistance for Individuals and Families				
1. Any valid identification card of the client/ person to be interviewed	•Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)			
2. Barangay Certificate/ Certificate of Residency	•From the Barangay where the client/s is/are presently residing.			
Transportation and Cash Assistance for Other Support Services				
1. Any valid identification card of the client/ person to be interviewed	• Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)			
2. Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire -Passport, Travel Document/s, certification from OWWA or the Barangay -Certification from social worker or Case manager from rescued clients. -Police Blotter and social worker's certification for the victims of online sexual exploitation of children - For Locally stranded individuals (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/her identity.	• Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.			
3.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 authority's/regulating agencies, as may be applicable.	•From the Barangay where the client is presently residing.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives accomplished Health Declaration Form and received queuing number	1. Issuance of Health Declaration Form and queue number	None	5 minutes	Admin / Security Personnel
2. Submits documents and self for interview and assessment	2.1 Conduct initial interview to identify needs/queries of the client	None	5 minutes	Designated PLHIV Focal Staff / Alternate
	If asking for informational service , provide the necessary information and a copy of the checklist of requirements	None	5 minutes	Designated PLHIV Focal Staff / Alternate

	<p>If submission of requirements to avail service, receive documents</p> <p>2.2 Review documents submitted by client.</p> <p>If the client is a referral from other agencies or organizations:</p> <ul style="list-style-type: none"> Check Documentary Requirements for needed Assistance and completeness of forms for referrals <p>If the walk-in client, PLHIV:</p> <ul style="list-style-type: none"> Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance <p>If supporting documents are incomplete and non-compliant, provide a checklist. <i>Check the completed / compliant documentary requirements and highlight incomplete/noncompliant requirements for submission and ask client to return with completed documents required.</i></p>			
3. Client to fill-out necessary fields in prescribed forms	<p>3. Conduct of further verification of submitted documents and probing interview</p> <ul style="list-style-type: none"> Verify submitted requirements for veracity, consistency, and authenticity. <ul style="list-style-type: none"> If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client; Provide checklist and identify which document is inauthentic and inadequate. Conduct assessment and intake interview <p>4. Recommend assistance to be provided to client and facilitate</p>	None	15 minutes	Designated PLHIV Focal Staff / Alternate
		None	15 minutes	Designated PLHIV Focal Staff / Alternate

	<p>disbursement or referral to other DSWD OBSUs</p> <p>If assistance may be directly provided:</p> <ul style="list-style-type: none"> • Preparation of Certificate of Eligibility • Encoding of client's information to registry and accomplishment of Form Three (3) Referral Feedback if client was referred by another agency; • Submit documents to authorized personnel for review and approval; • Ensure all required signatories and fields are accomplished. <p>If client needs to be referred to other OBSUs such as the CIS and SLP:</p> <ul style="list-style-type: none"> • Social worker to facilitate referral with reference to respective Citizen's Charter of receiving offices; • Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification. <p>5. Social worker completely facilitates approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider</p> <ul style="list-style-type: none"> • Designated approving officer/s conduct/s final review of submitted documents and initiate final approval of the worker's recommendation; • Preparation of vouchers of designated personnel; and • Actual disbursement of assistance to client 	None	<p>If within the day: 30 minutes to one (1) hour depending on the amount and assistance being sought for</p> <p>If not, within three (3) working days or depending on the availability of funds and/or authorized approving officers; as well as the amount and assistance being sought</p>	<p><i>Authorized approving personnel</i></p> <p><i>Designated PLHIV Focal and/or Alternate</i></p> <p><i>Authorized approving personnel</i></p> <p><i>Designated disbursing officer</i></p>
4. Client accomplish Client Satisfaction Survey Form	<p>6. Issue Client Satisfaction Survey (CSS) Form to client</p> <ul style="list-style-type: none"> • Ask client to completely fill-out the CSS Form; • Collect accomplished form and submit to designated personnel for consolidation 	None	10 minutes	<i>Designated PLHIV Focal and/or Alternate</i>
TOTAL		For within the day transaction:		

	1 hour and 45 minutes If not within the day: 3 days, 1 hour, and 15 minutes
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17. Procedure for Social Pension Provision to Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalizes social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office Division or	Program Management Bureau - Sectoral Programs Division			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government ; G2C-Government to Citizen			
Who may avail:	Indigent senior citizens who are: a) 60 years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability; b) No permanent source of income c) No regular support from family or relatives d) No pension from GSIS, SSS, PVAO, and other insurance agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID or any Valid ID		OSCA at Local Government Unit, Government Agency issuing Government ID		
Social Pension Application Form		BSCA: The BSCA President distribute Applications Forms to the indigent senior citizens of the barangay for onward submission to the OSCA. or OSCA: The indigent senior citizen may go directly to the Office for Senior Citizens Affairs (OSCA) located in their respective locality. BSCA/OSCA to provide a copy of the Social Pension Application Form to the senior citizen.		
1 ST PHASE VALIDATION AND ASSESSMENT OF THE SOC PEN BENEFICIARIES' SUBMITTED MASTERLIST				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. DSWD FO RSPU receives the consolidated list from the LSWDO and conducts assessment/ validation to potential beneficiaries</p>	<p>1.1 The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices.</p> <p>1.2 DSWD FO RSPU schedules the validation/assessment and shall inform the LGU (OSCA and LSWDO)</p> <p>1.3 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.</p> <p>1.4 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Within 7-14 working days from the receipt of the certified list</p>	<ul style="list-style-type: none"> ● OSCA ● LSWDO ● Referring agencies/ organizations and other stakeholders ● Walk-in Applicants ● DSWD FO RSPU
<p>2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)</p>	<p>2.1. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office – Social Pension Unit for cross-matching.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>2.1.1. If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>2.1.2. If No: DSWD FO RSPU to provide</p>	<p>None</p> <p>None</p>	<p>Within 7-14 working days</p>	<ul style="list-style-type: none"> ● DSWD Field Office – RSPU ● DSWD Central Office - Social Pension Unit

	<p>data/results through an Official letter to LGUs for revalidation/grievance.</p> <p>2.1.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving a pension from other government and private agencies and with regular income) subject for replacement.</p> <p>2.1.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>2.1.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment.</p>	<p>None</p> <p>None</p> <p>None</p>		
3. DSWD FO RSPU encodes/uploads validated list of beneficiaries	3.1 DSWD FO RSPU encodes/uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test.	None	Within 7-14 working days	<ul style="list-style-type: none"> DSWD Field Office - RSPU
4. DSWD CO Social Pension Unit performs data cleansing and runs eligibility tests	<p>4.1 DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries.</p> <p>4.1.1. DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU</p>	<p>None</p> <p>None</p>	<p>Within 20 working days</p> <p><i>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</i></p>	<ul style="list-style-type: none"> DSWD Central Office - Social Pension Unit and ICTMS
5. DSWD FO RSPU endorses a validated and approved list of qualified Social Pension Beneficiaries.	<p>5.1 DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.</p> <p>5.1.1. Per coordination of the DSWD FO RSPU, OSCA/LSWDO notifies</p>	None	Within 7-14 days	<ul style="list-style-type: none"> DSWD FO -RSPU LSWDO OSCA

	the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.	None		
6. Qualified Indigent Senior Citizen notified and received qualification to the program	6.1. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program.	None	None	<ul style="list-style-type: none">Indigent Senior Citizen
TOTAL PROCESSING TIME		NONE	76 days maximum processing time per the Master list submitted	
2 ND PHASE FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)				
1. DSWD FO facilitates the cash advance.	1.1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.	None	Within 7-10 working days before informing the LGUs on the conduct of pay-out.	<ul style="list-style-type: none">DSWD Field Office Finance UnitDSWD FIELD OFFICE - RSPU
2. DSWD FO SDOs encash the cash advance	2.2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)	None	Within 1-3 working days before the conduct of pay-out.	<ul style="list-style-type: none">DSWD Field Office Finance Unit identified SDOsDSWD FO - RSPU
3. DSWD FO RSPU informs the OSCA/LSWD O on the schedule of payout	3.1. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout 3.1.1. Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social	None	Within 5 working days before the pay-out	<ul style="list-style-type: none">DSWD Field Office – RSPUOSCA/LSWDO



	<p>Pension Beneficiaries of the date and venue of the payout.</p> <p>3.1.2. LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.</p>			
TOTAL PROCESSING TIME		NONE	Within 13-18 days processing time before the conduct of payout.	
3RD PHASE: CONDUCT OF PAYOUT				
4. Conduct of the Social Pension Payout	<p>4.1. Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout</p> <p>4.1.1. The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.</p>	<p>None</p> <p>None</p>	Within 15 days upon release of the cash advance	<ul style="list-style-type: none"> • Indigent Senior Citizen • DSWD Field Office - RSPU • OSCA/LSWDO
TOTAL PROCESSING TIME			<p>Within 15 days processing time upon release of the cash advance from SDOs</p> <p><i>*processing time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i></p>	
4th PHASE: REPORTING AND LIQUIDATION				
5. Preparation of DSWD FO RSPU report to LGU	5.1. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.	None	Within 7-14 working days after the conduct of pay-out.	<ul style="list-style-type: none"> • DSWD Field Office - RSPU

	5.1.1. DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.	None		
6. DSWD FO RSPU to prepare the liquidation report	6.1. DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents	None	Within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13.	<ul style="list-style-type: none"> DSWD Field Office Identified SDOs DSWD Field Office - RSPU
TOTAL PROCESSING TIME		NONE	Within 8-21 days processing time	

NOTE: Turnaround/ Processing time depends on the availability of the DSWD Field Office Identified SDOs, schedules of payout and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.

18. 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 to become victims of trafficking.

Office or Division:	Sectoral Programs Division/ DSWD Field Offices
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	
1. Travel documents (for Repatriated TIP Victims) 2. Valid ID	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)

3. Social Case Study Report	
Medical Assistance	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	Hospital where the client is admitted or seen.
Educational Assistance	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/ guardian	School where the client is enrolled
Skills Training	
1. Official receipt from the training school (TESDA/ CHED accredited training school. 2. Valid school ID	TESDA / accredited training school where the client is enrolled
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	Employer of the client
Financial Assistance for Livelihood	
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. 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.	DSWD Field Offices

3. Valid ID 4. Social Case Study Report				
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
1. 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. Medical Certificate 2. Case Summary 3. Referral Letter from the Social Worker		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				
1. Valid ID 2. Social Case Study Report Official receipt for the client's board and lodging		DSWD Field Offices		
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	1.1 Interview of the client	None	15 minutes	RRPTP Social Worker
	1.2 Provide Psychosocial Counseling		30 minutes	
	1.3 Assessment		30 minutes	
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.		30 minutes	
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 minutes	
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	RRPTP Social Worker
	2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further	None	7-15 Days	SLP Staff and RRPTP Social Worker

assessment.				
2.2 Processing of the assistance being sought;	None	3 working days	RRPTP	Social Worker
a. Preparation of Voucher (if financial related)				
b. Social Case Study Report				
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	1-2 working days		
2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	None	1-2 working days		
2.5 Releasing of the assistance to client (Cash or Non-Cash)	None			
Total for Temporary Shelter	None	2 hours		
Total for Livelihood Assistance	None	12 Days		
Total for other Assistance	None	5 Days		

19. Provision of Centenarian Gifts to Centenarian

Republic Act 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitation and Posthumous Plaque of Recognition, at the national level.

Office or Division:	Program Management Bureau – Sectoral Programs Division
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Living Centenarians:	
Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine Passport	Department of Foreign Affairs (DFA)

Identification cards	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Affidavits executed by at least two (2) disinterested persons	Lawyer (either public or private)
Old School or Employment records	School or Employment agency
Baptismal and/or Confirmation records	Parish church and other religious denomination
Medical and/or Dental examination	Government / private doctors or dentist
Other related documents	National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans

For Deceased Centenarians:

Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC)
Certificate of live birth of the nearest surviving relative	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Special Power of Attorney	Lawyer (either public or private)
Warranty and Release from Liability	DSWD Field Offices

**Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application of centenarians and/or nearest surviving relative	1. The DSWD Field Office received the masterlist of the centenarians through the following: 1.1. The Local Government Units through the Office for Senior Citizens	None		Applicant LGU

	<p>Affairs or the Local Social Welfare and Development Office shall submit to the respective Field Office the consolidated validated masterlist of centenarians in their city/municipality.</p> <p>1.2. Endorsement from the legislators; Office of the President; among others</p> <p>1.3. Walk-in clients</p>			
2. DSWD FO conducts validation to the identified masterlist of centenarian applicants	<p>2. The Field Office Centenarian focal person (PDO II) conducts desk validation based on the documents submitted and/or home validation to the centenarian applicants, both to the living and to the nearest surviving relatives of the deceased centenarians</p> <p>2.1. In case of incomplete documents or documents discrepancy, the Centenarian focal persons shall require the centenarian applicants and/or nearest surviving relative to comply with the lacking documents and/or reconcile the documents with discrepancy.</p> <p>2.2. Centenarian focal person to coordinate</p>	<p>None</p> <p>None</p>	<p>Desk validation: 1-3 working days</p> <p>Home Validation: 1-15 working days</p> <p>N/A</p>	<p>Project Development Officer II (Centenarian focal)</p> <p>Centenarian applicants and/or nearest surviving relative</p>

	<p>with the Local Government Units on the discrepancies of the documents submitted and request to assist the centenarian applicants and/or nearest surviving relative</p>	None		Centenarian focal person and LGU
	<p>2.3. Centenarian focal person to provide technical assistance to the centenarian applicants and/or nearest surviving relative by coordinating with the concerned agencies.</p>	None		Centenarian focal person
	<p>3. The Centenarian focal person shall send a letter duly signed by the Regional Director to the LGU citing the result of the assessment:</p>	None	1-5 working days	Centenarian focal person
	<p>3.1. Ineligible centenarians 3.2. Eligible centenarians</p>			
	<p>Centenarian applicants and/or nearest surviving relative shall be copy furnished of the said letter, by the LGU</p>	None None		
4. DSWD FO to facilitate the centenarian gift of the eligible centenarians	<p>4. The Centenarian focal person shall facilitate the voucher corresponding to the number of centenarians to be awarded. The incentives can be either thru cash or cheque.</p>	None	1-20 working days	Centenarian focal person

	4.1. For centenarians to be paid thru cash, the Field Office shall encash the check through the Special Disbursing Officers.	None		FO – Special Disbursing Officer
5. DSWD FO to release the centenarian gift of the eligible centenarians	<p>5. Release of Centenarian Gift to Centenarian</p> <p>5.1. The Centenarian focal person shall notify the LGU on the scheduled release of the centenarian gift to the identified validated eligible centenarians and nearest surviving relative.</p> <p>5.2. The centenarian gift shall be released to the eligible centenarian and/or nearest surviving relative, either through cash or cheque, in the form of the following mode:</p> <p>a. House-to-house delivery and/or plaza type delivery by the FO-Special Disbursing Officer together with the Centenarian focal person and LGU</p> <p>b. Deposit in the identified existing savings or current account of the eligible centenarians and/or nearest surviving relative</p>	None	<p>1-3 working days</p> <p>1-20 working days</p>	<p>Centenarian focal person</p> <p>FO-Special Disbursing Officer; Centenarian focal person and LGU</p> <p>FO-Cash Unit</p>
TOTAL		NONE	66 days	

**STANDARDS BUREAU
(SB)**

FRONTLINE SERVICE

1. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person/individual, corporation, organization or association's eligibility for Temporary Solicitation Permit to conduct national fund raising campaign during State of National Emergency/Calamity.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
Classification:	Thru a Fast Lane Established for the Purpose		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	All eligible persons, groups, corporations, organizations or associations desiring to solicit funds during State of National Emergency/Calamity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>	
3. Undertaking to comply with the remaining requirements for the issuance of Solicitation Permit		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 8 - DSWD-SB-PSF-007-B: Undertaking (Persons) Annex 9 - DSWD-SB-PSF-007-C: Undertaking (Corporations)</p>	
4. Fund Utilization Report of proceeds and expenditures duly certified by the agency's auditor/bookkeeper/finance officer, if applying for <u>renewal</u> of permit/authority		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>	

<p>5. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>5.1. Ticket, Ballots, Cards and similar forms</p> <p>5.2. Donation Boxes, Coin Banks and other similar forms</p> <p>5.3. Benefits show such as fashion show, concert and similar activities</p> <p>5.4. Photo or Painting Exhibits and similar activities</p> <p>5.5. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>5.6. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>5.7. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>5.8. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>5.9. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
Step 1: Submit Application Documents	1. Determine whether the submitted documents are complete.	None	10 minutes	Support Staff, Standards Bureau, DSWD Central Office
	1.1. If complete , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.			
	1.2. If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
	2. Forwards to Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office	None	40 minutes	Section Head Standards Bureau DSWD Central Office*

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau DSWD Central Office
	May conduct validation activities, collateral interview and/or agency visit, if necessary.			
	Step 2a – If found compliant to eligibility and documentary requirements			
	1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary			
Step 2: Awaits the result of Assessment	2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director		2 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
	Step 2b – If found non-compliant to eligibility and documentary requirements			
	1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*
	2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
Step 3: Awaits the result of application	3.1 Review and Sign assessment report with the complete application documents	None	3 hours 10 minutes	Section Head/ Division Chief SCMD Standards Bureau,,DSWD Central Office*
	3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and			

	endorse the same to the Office of the Bureau Director			
Step 4: Awaits the result of application	4.1 Review and Sign assessment report with complete application documents	None	2 hours	Office of the Bureau Director Standards Bureau DSWD Central Office*
	4.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign			
	4.3 Endorse to the Office of the Undersecretary of the Standards and Capacity Building Group (SCBG)			
Step 5: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*
	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			
Step 6: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	DSWD Secretary or Authorized Representative
Step 7: Receive the Certificate	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	Standards Bureau DSWD Central Office
TOTAL				
Complete and Compliant:		None	3 working days	
Complete and Non-Compliant Submission:		None	4 hours and 50 minutes	
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through <u>Mail/Courier</u>				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office. IBP Road, Batasan		None	*10 minutes	Support Staff in-charge of incoming documents

Pambansa Complex, Constitution Hills, Quezon City.				
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;	None	4 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
	May conduct validation activities, collateral interview and/or agency visit, if necessary.			
	Step 2a – If found compliant to eligibility and documentary requirements			
	3. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary			
Step 2: Awaits the result of Assessment	4. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director	None	2 hours	NFRC Focal Person – Standards Compliance and Monitoring Division (SCMD) - Standards Bureau, DSWD Central Office
	Step 2b – If found non-compliant to eligibility and documentary requirements			
	b.1 Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
Step 2: Awaits the result of Assessment	b.2 Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	Section Head/ Division Chief SCMD Standards Bureau DSWD Central Office*
	Step 3: Awaits the result of application		3 hours 10 minutes	Section Head/ Division Chief SCMD Standards

	3.2 Prepared Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Office of the Bureau Director.			<i>Bureau DSWD Central Office*</i>
<i>Step 4: Awaits the result of application</i>	4.1 Review and Sign assessment report with complete application documents	None	2 hours	<i>Office of the Bureau Director Standards Bureau DSWD Central Office*</i>
<i>Step 5: Awaits the result of application</i>	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct National Fund Raising Campaign	None	5 hours	<i>Undersecretary Standards and Capacity Building Group (SCBG) DSWD Central Office*</i>
	5.2 Endorse the same to the Office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign			
<i>Step 6: Awaits the result of application</i>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD Secretary or Authorized Representative</i>
<i>Step 7: Receive the Certificate</i>	Release/ transmits the approved/signed permit to the concerned DSWD Field Office for issuance to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	1 hour	<i>Standards Bureau DSWD Central Office</i>
TOTAL				
Complete and Compliant:		None	3 working days	
Incomplete and/or complete but non-Compliant Submission:		None	4 hours and 50 minutes	

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

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

2. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation and Organization: National Regular Permit

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD)		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 		
Who may avail:	All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes			
1. Duly Accomplished Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) DSWD-SB- PSF-001: Application Form 		
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application <i>*Not applicable to Government Agencies and SWDAs with Valid RLA</i>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) 		
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. <i>*Not applicable to Government Agencies and SWDAs with Valid RLA.</i>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) 		
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal 		

5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies and SWDAs with Valid RLA.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>DSWD-SB-PSF-004: Profile of Governing Board</p>
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> From the applicant signed by the intended beneficiary/recipients or its head/authorized representative
7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.	<ul style="list-style-type: none"> From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility
8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6 Others	<ul style="list-style-type: none"> from the agency that allows applicant to undertake solicitation activities in their jurisdiction
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section	<ul style="list-style-type: none"> From the attending physician or Hospital Records Section
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU
12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>DSWD-SB-PSF-008: Board Resolution DSWD-SB-PSF-009: Pledge of Commitment</p>

funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)	
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB-PSF-010: Fund Utilization Report
14. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service./Unit (FMS/U)	<ul style="list-style-type: none"> From the Applicant as issued by the concerned Field Office

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section DSWD Field Office
STEP 2: Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 3: Submit/file application documents	If Complete and Compliant: 1.1. Receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	*15 minutes	Focal Person - Standards Section DSWD Field Office
	If found incomplete or non-compliant, 1.1 Communicate with the applicant citing reason/s for non-processing and denial. 1.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant	None	3 days	Focal Person - Standards Section DSWD Field Office

	Organization's compliance.			
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
STEP 4: Wait for the result of the assessment	<p>1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office</p> <p>1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval</p> <p>1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p> <p>1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>7 days</p> <p>2 days, 6 Hours and 30 minutes</p> <p>1 day</p> <p>1 day</p> <p>2 days</p>	<p>Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office</p> <p>Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</p> <p>Assistant Secretary</p> <p>Undersecretary</p>

	<p>Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p> <p>1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>			DSWD Secretary or Authorized Representative
	<p>If disapproved to requirements:</p> <p><i>1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.</i></p> <p><i>1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.</i></p>	None	3 days	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
STEP 5: Issuance of Permit	<p>1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conformance Letter</p> <p>1.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter</p>	None	1 Hour and 30 minutes	Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office

	1.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			
TOTAL Complete and Compliant:		₱1,000.00	14 working days	
Complete but Non-Compliant and/or Incomplete Submission:		₱1,000.00	Three (3) days	
Incomplete Submission:		None	30 minutes	

*The number of minutes shall be included on the total 14 working days.

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

3. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity.

Office or Division:	Standards Section – DSWD Field Office		
Classification:	Complex Transaction		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 2 - DSWD-SB-PSF-002: Application Form	
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal	

3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
5. Additional Requirements for Persons	<ul style="list-style-type: none"> • Applicant
a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity	
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	<ul style="list-style-type: none"> • Applicant
B. For Person/s representing an unorganized/unregistered group	
1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>

4. Additional Requirements for Persons representing an informal/unorganized group a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity c. Endorsement Letter from the group the person is representing with	<ul style="list-style-type: none"> Applicant
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 2 - DSWD-SB-PSF-002: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> Applicant

<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms 	<ul style="list-style-type: none"> • Applicant
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
<p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p>	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
<p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
<p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p>
<p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p>	<ul style="list-style-type: none"> • Applicant
<p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>

6. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	• Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
Step 1: Submission of Application	1. Determine whether the submitted documents are complete. If complete , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.1. Prepares billing statement for the payment of the processing fee to Cash Section 1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit. If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	PhP500.00	30 minutes	Standards Section Support Staff

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

Step 2: Awaits the result of Assessment	<p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <ol style="list-style-type: none"> 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director 	None	4 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
Step 2: Awaits the result of Assessment	<p>Step 2b – If found non-compliant to eligibility and documentary requirements</p> <ol style="list-style-type: none"> 1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. 	None	2 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
	<ol style="list-style-type: none"> 2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. 	None	3 hours	<i>Standards Section Head/ Division Chief/Regional Director</i>
Step 3: Awaits the result of application	<ol style="list-style-type: none"> 4.1 Review and Sign assessment report with complete application documents 4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section 	None	3 hours	<i>Standards Section Head</i>

Step 4: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Division Chief</i>
Step 5: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i>
Step 6: Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Standards Section – DSWD Field Office</i>
TOTAL Complete and Compliant:		₱500.00	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	6 hours	
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Field Office through Mail/Courier				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	*10 minutes	<i>Standards Section Support Staff in-charge of incoming documents</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 2: Awaits the result of Assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; <i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i> Step 2a – If found compliant to eligibility and documentary requirements	None	4 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>

	<ol style="list-style-type: none"> 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director 			
Step 2: Awaits the result of Assessment	Step 2b – If found non-compliant to eligibility and documentary requirements <ol style="list-style-type: none"> 3. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. 	None	2 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
	<ol style="list-style-type: none"> 4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. 	None	3 hours	<i>Standards Section Head/ Division Chief/Regional Director</i>
Step 3: Awaits the result of application	<ol style="list-style-type: none"> 4.1 Review and Sign assessment report with complete application documents 	None	3 hours	<i>Standards Section Head</i>

	4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
Step 4: Awaits the result of application	5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Division Chief</i>
Step 5: Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>DSWD Regional Director or Authorized Representative</i>
Step 6: Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Standards Section – DSWD Field Office</i>
TOTAL				
Complete and Compliant:		₱500.00	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	6 hours	
Incomplete Submission:		None	30 minutes	

Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/

*Calamities amidst **State of National Emergency** shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit

The process of assessing the applicant person, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign in Normal Situation.

Office or Division:	Standards Section – DSWD Field Office
Classification:	Complex Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs), GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. Notarized Written Agreement or any similar document signifying the intended beneficiary’s concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none">Applicant
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none">Applicant
5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital’s records section	<ul style="list-style-type: none">Applicant
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned	<ul style="list-style-type: none">Applicant

LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA)	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 2 - DSWD-SB-PSF-002: Application Form
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none"> Applicant
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> Applicant
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 10 - DSWD-SB-PSF-008: Board Resolution
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/

	Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
C. For Non- Stock, Non-Profit Corporations, Organizations or Associations	
7. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 2 - DSWD-SB-PSF-002: Application Form
8. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal
9. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant	<ul style="list-style-type: none"> Applicant
10. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none"> Applicant
11. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
12. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 10 - DSWD-SB-PSF-008: Board Resolution
13. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> Applicant
14. Pledge of Commitment	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
15. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:	<ul style="list-style-type: none"> Applicant
a. Director of Private Schools	

b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	
16. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
17. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> • Applicant
18. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none"> • Applicant
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
7. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 2 - DSWD-SB-PSF-002: Application Form
8. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal

9. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization	<ul style="list-style-type: none"> Applicant
10. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none"> Applicant
11. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
12. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelops, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none"> Applicant
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p>
2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>

3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	<ul style="list-style-type: none">Applicant			
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none">Applicant			
5. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>			
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)	<ul style="list-style-type: none">Applicant			
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>			
8. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none">Applicant			
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office

Step	1:	Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru courier or e-mail <i>If complete, forward application documents to the Standards Section Support Staff, for tracking</i> <i>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i>	None	2 Hours	<i>Applicant</i>
Step	2:	a. Receives application documents and logs its receipt into the document tracking system b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail. c. Prepares billing statement for the payment of the processing fee to Cash Section d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office <i>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</i>	None	1 Hour	<i>Standards Section Support Staff</i>
Step	3:	a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00	PhP500.00	1 Hour	<i>Applicant</i>

	b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents			<i>Cash Section Cashier/ Support Staff</i> <i>Applicant</i>
Step 4: Submission of the OR for attachment to the application	a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section	None	1 Hour	<i>Standards Section Support Staff</i>
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
Step 5: Waiting for the result of the application	a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit d. Acknowledges receipt of application documents and transmit it thru e-mail or courier <i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and</i>	None	4 Hours	<i>Section Head</i>



	<p><i>Conforme Letter and endorse the same to the Section Head for review.</i></p> <p><i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i></p> <p>e. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief</p> <p>f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i> <i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i></p> <p>g. Logs its receipt to the Document Tracking System</p>	None	1 and 1/2 Days	Technical Staff Standards Section
			1 Day	Section Head Standards Section
			1 Hour	Concerned Division Chief Support Staff

	<p>h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief</p> <p>Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.</p> <p><i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i></p> <p><i>If found not in-order, return the same to the Standards Section for proper action</i></p> <p>i. Logs its receipt to the Document Tracking System</p>		1 Day	<i>Division Chief Concerned Division</i>
	<p>j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director</p> <p>k. The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign</p> <p><i>If found in order, the Regional Director approves application for solicitation permit and signs the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and transmit the same to the Standards Section for issuance</i></p>		30 Minutes	<i>Office of the Regional Director Support Staff</i>
			1 and 1/2 Days	<i>Regional Director DSWD Field Office</i>

<p><i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i></p> <p>l. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</p> <p>m. Endorse the same to the Standards Section Head, for further instructions</p> <p>n. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section Technical Staff for its release to applicant</p> <p>o. Receives approved application for solicitation permit and the signed Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant</p> <p>p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant</p> <p>q. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</p> <p>r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</p>			20 Minutes	<i>Concerned Division Chief Support Staff</i>
			1 Hour	<i>Section Head Standards Section</i>
			4 Hours	<i>Standards Section Technical Staff</i>

Step 6: Receipt of the signed and approved Solicitation Permit	a. Issuance of the Solicitation Permit to the successful applicant b. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office	None	10 minutes	Standards Section Technical/ Support Staff Applicant
Total No. of Days		₱500.00	Seven (7) Working Days	
Complete but Non-Compliant and/or Incomplete Submission:		₱500.00	Three (3) Working Days	
Incomplete Submission:		None	30 minutes	

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

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

5. Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than one Region

The process of assessing the applicant organization with operations in more than one region to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
Classification:	Complex		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities Operating in more than one (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of Duly Accomplished Application Form		<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/publications1/ Annex 1. DSWD-RLA-F001 Application Form for Registration 	

2. One (1) photocopy of Updated Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non –profit organization to operate in the Philippines	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
3. One (1) original copy of any of the following: <ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and procedures to attain its purposes • Brochure • Duly signed Work and Financial Plan for at least two (2) years 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/publications1/Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/publications1/Annex 9. DSWD-RLA-F009 Work and Financial Plan

Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form and other templates on Registration thru the DSWD Website/ Standards Bureau	Provide the client the copy of application form and	None		Support Staff (Standards Bureau - SB)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted documentary requirements.	1.1 If complete , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.2 Provides the walk-in applicant with document reference number for easy tracking	None	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)

1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.3 If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
STEP 3: If complete, settle the required processing fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building) for the payment of the necessary fee or thru online at https://www.lbp-eservices.com/egps/portal/index.jsp Process payment and issued Official Receipt.	None ₱1,000.00	*15 minutes	Support Staff in-charge of the issuance of Billing statement (Standards Bureau - SB) Cashier (Financial and Management Service)
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee	None		Support Staff in charge of all incoming documents (Standards Bureau - SB)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 5: Wait for the result of the assessment.	1.1 Logs and endorses the application documents to concerned Section and technical staff 1.2 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the	None	2 days and 30 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB) Technical Staff/ Section Head/ Division Chief/ Bureau Director/Assistant Secretary/ Undersecretary

	applicant SWDA to support said criteria 1.3 Once the applicant organization satisfies the prescribed requirements, the technical staff assessing the documents shall prepare the Confirmation Report and the Certificate of Registration. 1.4 Prepares Confirmation Report with attached draft Certificate of Registration and Executive Summary 1.5 Reviews and approval of the Confirmation Report; endorsement for approval of the Registration Certificate 1.6 Approval and Signing of Registration Certificate 1.7 Approval and Signing of Registration Certificate			
STEP 6: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 hour (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau - SB)
TOTAL For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission:		None	15 minutes	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements through mail or courier to: Standards Bureau	1.1 Logs it into the Documentation Transaction Management System (DTMS) 1.2 Updates the DTMS and endorses the application	None	*5 minutes 30 minutes	Support Staff in-charge of incoming documents (Standards Bureau - SB) SCMD Support Staff

DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	documents to concerned Section and technical staff			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment.	<p>2.1 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria.</p> <p>2.2 If found non-compliant to eligibility and documentary requirements, return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non- compliance and/or submit lacking requirements.</p>	None	1 day, 1 hour and 40 minutes	<p>Technical Staff (Standards Bureau - SB)</p> <p>SCMD Support Staff/Technical Staff/ Section Head/ Division Chief/ Bureau Director</p>
	<p>2.3 If found both complete and compliant, prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive</p> <p>In the Confirmation Report, the link for filling- up the Client Satisfaction Measurement Form is stated</p>	None	1 day, 5 hours and 20 minutes	SB/SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director/ Assistant Secretary/ Undersecretary
	2.4 Updates DTMS and Review and approval of the confirmation report;			

	endorsement for approval of the Registration Certificate			
	Approval and Signing of Registration Certificate			
	Approval and Signing of Registration Certificate			
STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 hour (depending on the choice of the applicant)	Support Staff in-charge of outgoing documents (Standards Bureau - SB)
TOTAL For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission:		None	1 day, 2 hours and 15 minutes	

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

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

6. Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

Office or Division:	DSWD Field Office – Standards Section		
Classification:	Simple		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities			
1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized)		<ul style="list-style-type: none">• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	

	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration
2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws, indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Copy of any of the following:	
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation
3.2 Brochure	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> Applicant

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-Registration Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support Staff (Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, receive the acknowledgement	1. Determine whether the submitted documents are complete. 1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office) Officer of the day (Standards

receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	1.2 Logs its receipt in the document tracking system (DTMS). 1.3 Provides the walk-in applicant with document reference number for easy tracking. 1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			Section- Field Office)
STEP 3: If Complete, Settle the required processing fee and make payments to Cash Section or thru online.	Prepares billing statement	None	10 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	20 minutes	Cashier (Cashier Section-FO)
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
STEP 5: Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the assessment.	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Support Staff (Standards Section- Field Office)
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Standards Section Head/
	1.3 Conducts desk review of the received application as to	None	3 hours	Assigned Technical Staff

	<p>completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.</p> <p>1.1 If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement.</p>			
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours and 25 minutes	Assigned Technical Staff/
	Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director
STEP 7: Signs in the logbook for received certificate thru pick-up.	Releasing of the Certificate of Registration to the SWDA	None	30 minutes	ORD / ARDA / Standards Section
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office,	1.1 "Received" stamp the document and logs its receipt into the document tracking system. 1.2 Endorse the document to section head.	None	30 minutes	Support Staff (Standards Section- Field Office)

IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.				
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff. Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	Standards Section Head
	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. 1.2 If complete and compliant, notify the SWDA on the payment for processing fee. 1.3 If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.	None	3 hours	Technical Staff (Standards Section- Field Office)

STEP 3: Wait for the result of the assessment.	1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours and 25 minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
	1.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.		2 hours and 25 minutes	Standards Section Head/ Standards
	1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours and 10 minutes	Standards Section Support Staff/ PPD Chief/ORD Support Staff/ Regional Director/
Step 4: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier	None	30 minutes	Support Staff (Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	3 working days	
For Incomplete Submission				
Walk-in:		None	30 Minutes	
Courier:			2 days	

*The number of minutes shall be included on the total 3 working days.

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

7. Licensing of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than One Region

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Welfare Agency or as an Auxiliary SWDA operation in more than one region.

Office or Division:	DSWD Central Office, Standards Bureau Standards Compliance Monitoring Division (SCMD)
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)

Who may avail:	ALL Private SWDAs Already Operational in more than one (1) region	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. One (1) original copy of Duly Accomplished Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing 	
2. One (1) original copy of each of the Following Basic Documents	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation 	
a. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board 	
b. Profile of Board Trustees	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees 	
c. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 	
d. Certified True Copy of General Information Sheet issued by SEC	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 	
e. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership 	
f. ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. (Not applicable for first time applicants)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment 	
g. Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26		

<p>series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> <p>h. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>i. Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years</p> <p>j. Annual Accomplishment Report previous year</p> <p>k. Audited Financial Report of the previous year</p> <p>l. Profile of Clients served for the preceding and current year</p> <p>3. ADDITIONAL REQUIREMENTS</p> <p>a. For those operating in more than one region</p> <p><input type="checkbox"/> One original copy of List of main and satellite/branch offices with contact details, if any.</p> <p><input type="checkbox"/> One (1) original Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services</p> <p><input type="checkbox"/> One (1) original copy of Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For those operating in more than one region</p> <p><input type="checkbox"/> One (1) copy of the original Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i> • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 6. <i>DSWD-RLA-F006 Accomplishment Report</i> • https://www.dswd.gov.ph/downloads-2/ Annex 8. <i>DSWD-RLA-F008 Audited Financial Statement</i> • https://www.dswd.gov.ph/downloads-2/ Annex 20. <i>DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</i> • https://www.dswd.gov.ph/downloads-2/ Annex 7. <i>DSWD-RLA-F007 List of Main and Satellite Office</i> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/ Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i> • https://www.dswd.gov.ph/downloads-2/ Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i>
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<p>LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>d. For Center Based (Residential and Non-Residential Based)Copy of the valid safety certificates namely:</p> <p>a. One (1) original copy of the Occupancy permit (only for new buildings) or Annual Building Inspection / Structural Safety Certificate (for old buildings)</p> <p>b. One (1) original copy of the Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none">• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider			
<p>e. For applicant serving within the Ancestral Domains of Indigenous People (IP) – one (1) Photocopy of NGO Accreditation from NCIP</p> <p>f. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>One (1) original copy of the Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none">• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates• DSWD Central Office – Financial and Management Service <p>IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</p> <ul style="list-style-type: none">• Government Agency where the Organization implemented or implements projects and programs.			
<p>Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/Field Office/Standards Bureau	Provides client application form, and checklist of requirements.	None	*30 minutes	Support Staff (Standards Bureau - SB)
STEP 2: Submit/ file application and supporting documents	1. Determine whether the submitted documents are complete.	None	*30 minutes	Support Staff in charge of all incoming documents

<p>For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted requirements.</p> <p>For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.</p>	<p>1.1 If complete, receive the documentary requirements and shall provide the applicant SWDA with an application reference number for easy tracking and reference.</p> <p>1.1.1 Provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Bureau.</p> <p>If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			(Standards Bureau - SB)
STEP 3: Settle the required processing fee.	<p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee. The Support Staff assigned on the issuance of Billing Statement shall prepare and instruct the applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building).</p>	₱1,000.00	*15 minutes	Support Staff in charge of all incoming documents (Standards Bureau - SB)
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Bureau - SB)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted	None	2 working days	Technical Staff (Standards Bureau - SB)

	<p>complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. ii. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. iii. The SWDA must have a financial capacity to operate for at least two (2) years. iv. Applicant keeps record of all social development and/or welfare activities it implements. <p>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.</p> <p>1.3 If found incomplete or non-compliant to the criteria, the Acknowledgement Letter prepared shall contain the</p>			
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	criteria that need to be satisfied. This will be sent to the applicant SWDA together with all the application documents submitted.			
STEP 7: Wait on the result of Assessment with the submitted Documents.	Review and approval of the Acknowledgement Letter including its attachments.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
STEP 8: Confirm the Availability on the proposed Virtual Assessment/ Validation Assessment.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment Validation Assessment.	None	*30 minutes	Technical Staff (Standards Bureau - SB)
STEP 9: Assist the Assessor during the conduct of Virtual Assessment/Validation Assessment.	Conduct of Virtual Assessment/ Validation Assessment.	None	1 working day per agreed schedule	Technical Staff (Standards Bureau – SB)
Step 10: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 11: Wait on the result of Virtual Assessment/ Validation Assessment.	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Bureau – SB)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 2 working days	Undersecretary Supervising the Standards Bureau Support Staff (Standards Bureau - SB)

STEP 12: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:				
STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing of Already Operational through Mail or Courier to: Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City	Log receipt into the Document Tracking System (DTS) for Standards Bureau. This shall be routed to the Assigned Technical Staff.	None	*15 minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)
STEP 2: Wait for the result of the assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. Applicants must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in	None	2 working days	Technical Staff (Standards Bureau - SB)

	<p>accordance with the set standards.</p> <p>iii. Applicants must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iii and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Virtual Assessment/ Validation Assessment shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>STEP 3: Settle the required processing fee.</p> <p>For those operating in more than one region, the applicant organization</p>	<p>1. If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Bureau - SB)</p>

<p>may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.</p>	<p>1.1 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt.</p> <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicants to proceed to the Field Office Cashier Section.</p> <p>Standards Bureau: The Support Staff shall prepare Billing Statement and instruct applicants to proceed to the Financial Management Service (<i>DSWD Cashier, 2nd Floor, Matapat Building</i>).</p> <p>Note: The processes shall only take place once the applicant organization settles its payment.</p>			
<p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: <i>Name of the Organization Copy of OR for Licensing.</i> 2. Hand-carry the Photocopy of Official Receipt to Standards Bureau. 3. Courier the Photocopy of Official Receipt to Standards Bureau. 	<p>1.1 Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</p>	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Bureau - SB)

STEP 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau - SB)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Awaits the result of the documents review and notice of Virtual Assessment/ Validation Assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Assessment.	None	3 working days	Technical Staff/Section Head/Division Chief/Bureau Director
STEP 7: Confirm the Availability on the proposed Virtual Assessment/ Validation Visit.	For those with requirements that are complete and compliant, Confirmation of Virtual Assessment/ Validation Visit.	None	1 working day	Technical Staff (Standards Bureau - SB)
STEP 8: Assist the Assessor during the conduct of Virtual Assessment/ Validation Visit.	Conduct of Virtual Assessment/Validation Visit.	None	1 working day per agreed schedule	Technical Staff (Standards Bureau - SB)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Bureau - SB)
STEP 10: Wait on the result of Virtual Assessment/ Validation Visit.	1.1 Prepare Confirmation Report 1.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Bureau - SB)
	1.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 7 working days Unfavorable; 7 working days	Section Head/Division Chief/Bureau Director
	1.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 2 working days	Undersecretary Supervising the Standards Bureau

	1.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working days	Support Staff (Standards Bureau - SB)
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

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

8. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region

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

Office or Division:	DSWD Field Office – Standards Section						
Classification:	Highly Technical						
Type of Transaction:	Government to Client (G2C)						
Who may avail:	ALL Private SWDAs Intending to Operate in One Region						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. One (1) Duly Accomplished and Notarized Application Form</td><td> <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing </td></tr> <tr> <td>2. One (1) set of the following Basic Documents: <ol style="list-style-type: none"> A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable Manual of Operation containing the SWDAs program and administrative policies, </td><td> <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing 	2. One (1) set of the following Basic Documents: <ol style="list-style-type: none"> A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable Manual of Operation containing the SWDAs program and administrative policies, 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. One (1) Duly Accomplished and Notarized Application Form	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing 						
2. One (1) set of the following Basic Documents: <ol style="list-style-type: none"> A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable Manual of Operation containing the SWDAs program and administrative policies, 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation 						

<p>procedures and strategies to attain its purpose/s among others</p> <p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i>
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none"> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/ Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.

2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.	<ul style="list-style-type: none"> DSWD Field Office – Financial and Management Service
3. For applicant with past and current partnership with the DSWD that involved transfer of funds <ul style="list-style-type: none"> a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation 	<ul style="list-style-type: none"> Government Agency where the Organization implemented or implements projects and programs.

Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff (Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the	1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office. 1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for	None	*20 minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office) Officer of the day (Standards Section- Field Office)

lacking requirements.	applicant Organization's compliance.			
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier (Cashier Section-FO)
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section- Field Office)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the result of the documents review and notice of validation assessment.	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p>	None	2 working days	Technical Staff (Standards Section- Field Office)

	<p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.2.2 If found incomplete or non-compliant, the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	1.3 Review and approval of the Acknowledgment Letter including its attachments.	None	2 working days	Section Head/Division Chief/Regional Director (Standards Section- Field Office)
STEP 7: Confirm the Availability on the	For those with requirements that are complete and	None	*30 minutes	Technical Staff

proposed Validation Visit	compliant, Confirmation of Validation Visit.			(Standards Section- Field Office)
STEP 8: Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff (Standards Section- Field Office)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section- Field Office)
STEP 10: Awaits the result of the licensing assessment	1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	3 working days	Technical Staff (Standards Section- Field Office)
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report.	None	Favorable; 8 working days Unfavorable; 7 working days	Section Head/Division Chief (Standards Section- Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days Unfavorable; 2 working days	Regional Director (Standards Section- Field Office) Support Staff (Standards Section- Field Office)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:

<p>STEP 1: Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:</p> <p>Standards Section of concerned DSWD Field Office</p>	<p>Log receipt into the Document Tracking System (DTS) for Standards Section – Field Office. This shall be route to the Assigned Technical Staff.</p>	<p>None</p>	<p>*15 minutes</p>	<p>Support Staff in charge of incoming documents (Standards Section- Field Office)</p>
<p>STEP 2: Wait for the result of documents review.</p>	<p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. (e.g. Situationer) ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent 	<p>None</p>	<p>2 working day</p>	<p>Technical Staff (Standards Section- Field Office)</p>

	<p>(30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2 If complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>STEP 3: Settle the required processing fee.</p>	<p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <ul style="list-style-type: none"> Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt. <p>Field Office: The Support Staff shall prepare Billing Statement and instructs applicant to</p>	<p>₱1,000.00</p>	<p>*15 minutes</p>	<p>Technical Staff and Support Staff (Standards Section- Field Office)</p>

	proceed to Field Office Cashier Section. Note: The processes shall only take place once the applicant organization settle its payment.			
STEP 4: Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: 2. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: Name of the Organization_ Copy of OR for Licensing. 3. Hand-carry the Photocopy of Official Receipt 4. Courier the Photocopy of Official Receipt	1.1 Acknowledge the copy of Official Receipt from the SWDA. 1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt. 1.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledged its receipt.	None	*15 Minutes	Support Staff in charge of incoming documents (Standards Section- Field Office)
STEP 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section- Field Office)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				
STEP 6: Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments. For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	Section Head/Division Chief (Standards Section- Field Office)
STEP 7: Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	1 working day	Technical Staff (Standards Section- Field Office)
STEP 8: Assist the Assessor during the	Conduct of Validation visit	None	1 working day per agreed schedule	Technical Staff

conduct of Validation visit.				(Standards Section- Field Office)
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff (Standards Section- Field Office)
STEP 10: Wait for the result of the Validation visit.	1.Prepare Confirmation Report	None	3 working days	Technical Staff (Standards Section- Field Office)
	1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.			
	1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days	Section Head/Division Chief (Standards Section- Field Office)
	1.3.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	Regional Director (Standards Section- Field Office)
	1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working days	Support Staff (Standards Section- Field Office)
STEP 11: Wait on the release of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

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

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

9. Accreditation of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs)

Refers to the process of assessing the Licensed Social Welfare Agency (SWA) and Public SWDA if their Programs and Services are compliant to set standards.

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Licensed SWA with Social Welfare and Development Programs and Services and Public SWDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 3. <i>DSWD-RLA-F003 Application Form for Accreditation</i>
B. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs <i>For Residential</i> <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</u> <i>For Community Based</i> Please email sb@dswd.gov.ph
C. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"> Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA)) ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the 	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 https://www.dswd.gov.ph/downloads-2/ Annex 23. <i>DSWD-RLA-F023 ABSNET Active Membership</i>

<p>Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	
<p><i>D. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</i></p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p><i>E. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <ul style="list-style-type: none"> • Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003) 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment
<p><i>F. One (1) Original Copy of each of the following Basic Documents</i></p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation

<p>2. Profile of Board Trustees or its equivalent (not applicable for Public SWDA)</p> <p>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p> <p>4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>(Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</p> <p>For those operating in more than one region</p> <p>5. One (1) original copy of the List of main and satellite/branch offices with contact details, if any.</p> <p>For Applicant SWA's implementing Child Placement Services:</p> <p>6. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>One (1) Original Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>7. Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies (not applicable for Public SWDA)</p> <p>8. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate Water</p> <p>c. Potability Certificate or Sanitary Permit</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider
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<p>9. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>10. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City • Government Agency where the Organization implemented or implements projects and programs.
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Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators on the Accreditation Tools based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRE-ASSESSMENT				
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form and other templates on Accreditation thru the DSWD Website/ Standards Bureau/Field Office	Provide via email and/or posts the application form and other templates on Accreditation at the DSWD website.	None	--	Support Staff (Standards Bureau - SB)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant SWDA with complete requirements, shall have acknowledgment receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgment of the	1. Determine whether the submitted documents are complete. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.1. Logs its receipt into the Document Transaction Management System (DTMS) 1.2. Provides the walk-in applicant with Document	None	30 minutes	Incoming Support Staff

returned documents and the checklist of the lacking requirements.	Reference Number for easy tracking. If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
STEP 3: 1.1 If Complete, settle the required processing fee. 1.2 Presents the Billing Statement at the Cashier and settles the required fee.	Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier 2 nd Floor, Matapat Building) for the necessary fee or thru online at: http://www.lbp-eservices.com/egps/portal/index.jsp Process payment and Issues Official Receipt			SCMD Support staff
		1,000.00	*20 minutes	Cashier (Finance Management Service-Cashier Division)
STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR).	Attach the photocopy of the official receipt of the processing fee.	None		Incoming Support Staff
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
STEP 5: Wait for the result of the documents review and notice of Virtual Assessment.	1. Logs its receipt into the DTMS. 2. Routes to concerned Section Head	None	30 minutes	Incoming SCMD Support Staff

	<p>1. Prepares acknowledgement of the submitted application documents</p> <p>1.1. If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment:</p> <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/ emergency, virtual assessment shall be conducted <p>1.2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.</p>	None	3 days	Assigned technical staff
	<p>1.1. Reviewed acknowledgement letter and affixes the initial</p> <p>1.1.1 If no comments/ clarifications, initial/ endorse the final draft of acknowledgement letter to the Division Chief for approval</p> <p>1.1.2 If with inputs/ comments/ corrections, return to the technical staff</p>	None	1 day	Section Head, Division Chief of SCMD
	<p>Tracks and endorses the acknowledgement letter</p> <p>1.1. Logs into the DTMS</p>		1 hour	Incoming SCMD Support Staff

	1.2. Routes finalized acknowledgement letter to the OIC/ Bureau Director for approval		1 hour	OBD Staff Support
	Approves Acknowledgement letter 1.1 If approved: Signed/ approved acknowledgement letter 1.2 If with inputs/ comment/corrections, return to SCMD/technical staff		1 day	Bureau Director
	Tracks and forwards the signed acknowledgement letter 1.1 Logs it into the DTMS		1 hour	OBD Staff, Support Staff, SCMD Support Staff
	Receives and tracks the signed acknowledgment letter 1.1 Emails advance copy of the signed acknowledgement letter			
	Transmits to Records Section for delivery to concerned SWDA 1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule 1.2 For non-complaint/with list of lacking requirements, end of process		1 hour	Outgoing SCMD Support Staff
TOTAL				
For Complete and Compliant		Php 1,000	5 working days	
Incomplete Submission		None	30 minutes	

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

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

10. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G)
Who may avail:	New applicant Registered and licensed SWDA operating within the region.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of the Duly Accomplished Application Form	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
2. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs For Residential <u>Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service</u> For Community Based Please email sb@dswd.gov.ph
3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"> a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA)) b. ABSNET Membership 	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307

<p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
<p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies, 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation

<p>procedures and strategies to attain its purpose/s among others</p> <ol style="list-style-type: none"> 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For those operating in more than one region</p> <ol style="list-style-type: none"> 1. One (1) original copy of the List of main and satellite/branch offices with contact details, if any. <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> 2. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 3. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) 4. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: <ol style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate Water c. Potability Certificate or Sanitary Permit 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates
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5. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP 6. For applicants with past and current partnership with the DSWD that involved transfer of funds. 7. Signed Data Privacy Consent Form	<ul style="list-style-type: none"> Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. Applicant
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier/email (7 days)				
STEP 1: Secures application form thru the DSWD Website/ Field Office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA/ DSWD Field Office
STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request.	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking.	None	30 minutes	Support Staff in charge of all incoming documents
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment.	1. Conducts desk review of the documentary requirements: 1.1 If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment; 1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of documents to be submitted	None	6 days, 7 hours 30 minutes	Technical Staff/ Section Head/ Division Chief/ Regional Director

<p>Step 4: Receive the acknowledgment letter from the DSWD Field Office:</p> <p>If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.</p> <p>If the acknowledgment letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.</p>	<p>None</p>	<p>Depends on the SWDA</p>	<p>Technical Staff</p>
<p>STEP 5: For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p>	<p>Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients Interview with the staff Review of documents Ocular Inspection Action Planning/ Exit Conference</p>	<p>None</p>	<p>Minimum of 2 working days depending on the Programs and Services for Accreditation</p>	<p>Technical Staff/ SWDA</p>
<p>Step 6: Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.</p>	<p>Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.</p>	<p>None</p>	<p>After the pre-accreditation assessment</p>	<p>Technical Staff/ SWDA</p>

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

STEP 7: Wait for the result of assessment.	<p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool. <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p>	None	11 working days	Technical Staff (Standards Bureau - SB) Section Head/Division Chief/Bureau Director
TOTAL Social Work Agency:		None	20 working days	
Senior Citizen Center:		None	19 working days	

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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B. Applications received through Mail/Courier

<p>STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p>Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p>	<p>Receives application (Completeness of requirements)</p> <p>1.1 Checks the completeness of the submitted application documents.</p> <p>1.2 Logs its receipt into the Document Transaction Management System (DTMS)</p>		1 hour	Incoming SB Support Staff
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	Note: Applications shall not be facilitated if no proof of payment for the processing fee is submitted.)			
STEP 2:				
1.1 For applicant SWDA with complete requirements, shall have acknowledgement receipt of the submitted requirements.	1.1 Routes to SCMD Log receipt into the DTMS	None	30 minutes	Incoming SB Support staff
1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	Tracks/Farms our to concerned Section Head: 1.2 Routes to concerned Section Head		30 minutes	Incoming SB Support staff
	Assigns to Technical Staff 1.1. Monitors incoming applications and assigns to technical staff 1.2. Provides notes/instructions for action		2 hours	Section Head
STEP 3: Settle the required processing fee.	Assesses the submitted application documents if complete/compliant		3 days	Assigned Technical Staff
1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference.	If with comments/inputs/return to technical staff, conduct desk review of the received application as to completeness and compliance. 1.1 If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment			

1.2 Presents the Billing Statement at the Cashier and settles the required fee.	1.2 Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated. <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/ emergency, virtual assessment shall be conducted 2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.			
STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following: <ol style="list-style-type: none"> 1. Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization_ Copy of OR for Accreditation. 2. Hand-carry the Photocopy of Official Receipt to Standards Bureau. 3. Courier the Photocopy of Official Receipt to Standards Bureau. 	Acknowledge the copy of the Official Receipt from the SWDA. For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.	None	*15 Minutes	Cashier (Finance Management Service-Cashier Division) Support Staff in charge of incoming documents (Standards Bureau - SB)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				

STEP 5: Wait for the result of the documents review and notice of Virtual Assessment.	Reviews acknowledgement letter and affixes the initial 1.1 If no comments/clarifications. Initial/endorse the final draft acknowledgement letter to the Division Chief for approval If with inputs/ comments corrections, return to the technical staff		2 days	Section Head, Division Chief
	1.2. Logs it into the DTMS 1.3. Routes finalized acknowledgement letter to the OIC/Bureau Director for approval		2 hours	Incoming Support Staff, OBD Support Staff
	Approves acknowledgment letter. 1.1 If approved: Signed/ approved acknowledgement letter 1.2 If with inputs/comments/ corrections, return to SCMD/technical staff		1 day	Bureau Director
	Tracks and forwards the signed acknowledgement letter. Logs it into the DTMS		30 minutes	OBD Support Staff
	Receives and tracks the signed acknowledgement letter. 1.1 Logs it into the DTMS. 1.2 Emails advance copy of the signed acknowledgement letter		30 minutes	SCMD Support Staff
STEP 7: Confirm the Availability on the proposed Accreditation Assessment	Transmits to Records Section for delivery to concerned SWDA 1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule		1 hour	Outgoing SCMD Support Staff

	1.2 For non-compliant/with list of lacking requirements, end of process			
TOTAL For Complete and Compliant		Php 1,000	6 working days	
Incomplete Submission		None	4 working days	
Accreditation Assessment Proper (2days)				
STEP 1: 1.1 Prepare and make available if necessary on the day of the scheduled/agreed assessment visit 1.2 Assist the Assessor during the conduct of the Accreditation Assessment 1.3 Accomplish and place the Customer's Feedback Form on a sealed envelope.	1.1 Conduct of Accreditation Assessment, with the applicable mode: <ul style="list-style-type: none">Under normal circumstances actual accreditation visit;During the state of calamity/ emergency virtual assessment. 1.2 Activities to take place: <ul style="list-style-type: none">Focused Group Discussion;Key informant Interview;Review of documents based on the SWDA's compliance with standard indicators;Ocular inspection (thru virtual or actual);Exit conference;Highlights the result of the assessment.If initial findings are not favorable, agreed Action plan shall be preparedRequests SWDA to accomplish Client Satisfaction Measurement Form		2 days	Assigned Technical Staff
Sub-Total			2 working days	
POST-ACCREDITATION ASSESSMENT				

• **For Issuance (11 working days)**

STEP 1: Wait on the result of Virtual Assessment/ Validation Assessment.	Favorable: 1.1 Prepares confirmation report with attachments. • If with comments/ inputs/ returned to technical staff 1.2. Review and provide inputs on the submitted reports including the attachments 1.3. Prepares Certificate in the security paper and second copy of the Certificate 1.4. Assigns accreditation number 1.5. Affixes initial on the second copy of certificate 1.6. Reviews final draft, signed/ approve confirmation report. Affixed initials with the certificate of accreditation and transmittal to the USBG, for approval		6 days	Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, SCMD, OBD Support Staff
Wait on the result of Virtual Assessment/ Validation Assessment.	Endorse final draft of Confirmation report for approval with Certificate of accreditation and executive summary		3 days	Bureau Director, OBD Support Staff, Outgoing SCMD Support Staff
	1.1 SCBG Heads approve/ sign the Certificate of Accreditation If with inputs/ comments/ corrections, return to the technical staff		1 day	Incoming Support Staff from the Office of the Assistant Secretary, Assistant Secretary, Outgoing Support Staff from the Office of the Assistant Secretary

STEP 2: 1.1 Inform SB on the preferred mode of release of Certificate (e.g. Pick-up or courier) 1.2 For those through courier, endorsement to Administrative Service - Records and Archives Management Division	Reviews/approves the Certificate of Accreditation 1.1 Signs/ approves certificate of accreditation 1.2 If with inputs/ comments, return to the SB		1 day	Undersecretary, Outgoing Support Staff from the Office of the Undersecretary, Incoming SB Support Staff
	Receives signed Accreditation Certificate 1.1 Email scanned copy of the confirmation report and signed Certificate to the SWDA 1.2 Prepares receiving copy of signed Confirmation Report 1.3 Coordinate with the concerned technical staff as to the SWDA's preferred mode of release of certificate e.g pick-up or courier 1.4 For those through courier, endorsement to Administrative Service - Records and Archives Management Division 1.5 Transmits the approved confirmation report and Certificate of Accreditation to the Records Section		2 hours	Incoming SB Support Staff, SCMD Support Staff, Outgoing SCMD Support Staff
Held in Abeyance (11 Working days)				
STEP 1: 1.1 Wait on the result of Virtual Assessment/ Validation Assessment 1.2 Work on the agreed compliance/ lacking indicators	1.1 Prepare confirmation report with indicators and period for compliance with Attached Action Plan 1.2 Track, review and endorse confirmation		5 days and 6 hours	Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, Incoming SCMD support staff,

	report to the OIC/Bureau Director			OBD Staff Support
	1.1 Approves confirmation report 1.2 If with inputs/ comments/ corrections, return to SCMD technical staff		2 days, 30 minutes	Bureau Director, OBD Support Staff
	Tracks the signed confirmation report 1.1 Emails advance copy of the signed confirmation report to SWDA 1.2 Transmits to Records Section for delivery to concerned SWDA		1.5 hours	SCMD Support Staff, Outgoing SCMD Support Staff
TOTAL				
For Compliant/Approved		None	11 working days	
For Complete Requirements with Areas for Compliance:		None	11 working days	

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

** This does not include the travel time of documents from the DSWD Field Office to the Central Office and Vice-versa

11. Accreditation of Civil Society Organizations to Implement DSWD Projects and/or Programs using DSWD Funds

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	Social Work Agencies w/ at least one (1) year valid license to operate
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. One (1) Original Copy of Duly Accomplished and Notarized Application Form (DSWD-SB-CSOA-001A)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-001A-Application-Form-Implementing-CSO.doc
2. One (1) Photocopy of the Audited Financial Statements as received by the BIR/Authorized collecting bank for the past three (3) years	Applicant
3. One (1) original copy of the Duly Accomplished Data Sheet of the Directors, Trustees, Officers, and Key Personnel of the applicant CSO. (DSWD-SB-CSOA-003A)	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/edited-3.12.19DSWD-SB-CSOA-003A-CSO-Data-Sheet-Implementing-CSO-1.doc
4. One (1) original copy or photocopy of the location sketches (spot/ satellite map) and photographs (façade and interior) of the principal office and/or satellite Offices	Applicant
5. One (1) Original Copy of the Certificate of Good Standing or Certificate of No Derogatory Information issued by SEC	Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
6. One (1) Original Copy of the Duly Accomplished Declaration of Commitment pursuant to AO No. 11 series of 2019	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list of forms for the accreditation of csos as implementing entities of government or public funds/Declaration-of-Commitment-Pursuant-to-AO-no.-11-s-2019.pdf

ADDITIONAL REQUIREMENTS AS APPLICABLE: 1. One (1) Original Copy of the Duly Accomplished List of Projects and Programs funded by DSWD or any government agency. If applicable. (DSWD-SB-CSOA-002A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-002A-List-of-Projects-Programs-Implementing-CSO.docx
2. One (1) Original Copy of Certificate of No Default or Delay in Liquidating Funds signed by the DSWD Field Office Head and countersigned by the Finance Management Service or by the concerned government official of the other Government Agencies, if applicable. (DSWD-SB-CSOA-004A)	DSWD website https://www.dswd.gov.ph/download/Documents-related-to-CSO-Accreditation/list_of_forms_for_the_accreditation_of_csos_as_implementing_entities_of_government_or_public_funds/edited-3.12.19DSWD-SB-CSOA-004A-Certification-of-No-Unliquidated-Funds-Implementing-CSO.docx

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
STEP 1: The CSO representative files the Application Form together with other documentary requirements to the Standards Bureau of the DSWD CO.	Receives and records the application at the e-DTMS	None	*30 minutes	Standards Bureau administrative personnel (SCMD)
STEP 2: The applicant CSO awaits for notification relative to the application	1.1. If found complete, SB will request the Field Office to conduct a Virtual/On-Site Validation Assessment. Posts notice to the public or invitation to submit derogatory report (Within three (3) working days from the receipt of a derogatory report, the Standards Bureau, through a formal letter shall notify the applicant and require the same to submit an explanation/ comment within ten (10) working days from the receipt thereof. Please also refer to Section VI. No. 2 of MC 13 series of 2019) 1.2. If found incomplete, SB will return all submitted	None	2 working days	Standards Bureau assigned personnel (SCMD) through Standards Section (FO) -Information and Communication Technology Management Services (ICTMS)

	<p>documents to the applicant CSO with a letter and attached checklist (DSWD-SB-CSOA-007A) indicating the lacking required documents</p> <p>1.3. If found with irregularities, documents will not be returned to applicant which shall serve as evidence and a ground for blacklisting</p>			
STEP 3: Actual Virtual/On-site Validation Assessment.	<p>Conducts Virtual/ On-Sit/ Validation Assessment to the applicant CSO's address or location</p> <p>(If the applicant recently received its accreditation (as SWA) within six (6) months prior to the date of its application as an Implementing CSO, there is no need for a Virtual/ On-Site Validation Assessment., unless the declared projects and programs applied for accreditation requires further verification as per assessment of the Standards Bureau staff.)</p>	None	1 working day (per agreed schedule)	Standards Section (FO) per area of jurisdiction. Standards Bureau for those operating in more than one region
STEP 4: Awaits approval or denial of the application for accreditation	<p>4.1. Prepares and submit the Virtual/On-Site Validation Assessment. report to SB</p> <p>4.2. Conducts assessment and examination of application</p> <p>4.3. Final Review and evaluation (An Applicant may be required by the SB to submit additional sets of requirements which are deemed necessary to verify doubtful information and to establish compliance to appropriate policies.)</p> <p>4.4. Confirmation letter on the result of the evaluation</p>	None	<p>**4 working days</p> <p>4 working days and 1 hour and 30mins</p> <p>3 working days and 2 hours</p> <p>5 working days, 2 hours</p>	<p>Standards Section (FO), Division Chief and Regional Director</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau assigned personnel (SCMD)</p> <p>Standards Bureau</p>

	4.5. Approval of the Certificate of Accreditation			assigned personnel (SCMD), SB Director Standards Bureau assigned personnel (SCMD), SB Director, Cluster Heads and Department Secretary
STEP 5: Receives the Certificate of Accreditation or the Denial Letter	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation or the Denial Letter	None	2 hours	Support Staff (Standards Bureau - SB)
TOTAL For Complete and Compliant:		None	20 working days	

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

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

12. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program Organized by the Sustainable Livelihood Program (SLP).

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
Classification:	Complex		
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) 		
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>		<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO) 	

2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)	<ul style="list-style-type: none"> DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*1 day	Focal Person - Standards Section - DSWD Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: Wait for the result of the assessment	If Complete and Compliant: 1.1 Receive the documentary requirements If found incomplete or non-compliant, 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.	None	*4 days	Focal Person - Standards Section - DSWD Field Office
STEP 3: Issuance of Permit	1.1 Forwards the signed memo to SLP-RPMO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website. 1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	2 days	Focal Person - Standards Section - DSWD Field Office
TOTAL				
For Complete and Compliant:		None	7 working days	
For Incomplete Submission:		None	30 minutes	

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

13. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR)
Classification:	Highly Technical
Type of Transaction:	<ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G)
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form	<ul style="list-style-type: none"> DSWD FO- Standards Section
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> a. Pictures of office and direction sketch; and b. At least one of the following documents: <ul style="list-style-type: none"> i. Barangay certification ii. Certification or endorsement from at least two (2) publicly known individuals in the community iii. Other documents showing proof of existence 	<ul style="list-style-type: none"> CSO Beneficiary Applicant
3. Proof of organization, namely: <ul style="list-style-type: none"> a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available; 	<ul style="list-style-type: none"> CSO Beneficiary Applicant
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation	<ul style="list-style-type: none"> Government agency or agencies from which it has received public funds
5. Proof of having undergone Social Preparation	<ul style="list-style-type: none"> Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit.	None	*2 hours	Focal Person - Standards Section - DSWD Field Office

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

<p>STEP 2:</p> <p>Wait for the result of the assessment</p>	<p>If Complete and Compliant:</p> <p>1.1 Receive and review the documentary requirements</p> <p>1.2 Posting of applicant to DSWD website</p> <p>1.3 Preparatory activities for the conduct of validation</p> <p>1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.</p> <p>To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents</p> <p>1.5 Prepares and signs Validation Report and Abstract with supporting documents.</p> <p>1.6 Evaluation and deliberation by the Field Office- Accreditation Committee.</p> <p>1.7 Prepares the Certificate of Accreditation</p> <p>1.8 Facilitates the signing of the Certificate of Accreditation</p> <p>1.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p>If found incomplete or non-compliant (in any part of the process)</p> <p>1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.</p> <p>1.2 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the</p>	<p>None</p>	<p>*18 days and 6 hours</p>	<p>Focal Person - Standards Section - DSWD Field Office</p>
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	applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director.			
STEP 3: Receives the Certificate of Accreditation	Release of the signed Certificate/s of Accreditation through: 1) Befitting ceremony (e.g. during the flag-raising ceremony) 2) Pick-up by the CSO applicant, 3) Courier, and 4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL				
For Complete and Compliant:		N/A	20 working days	
For Incomplete Submission:		None	30 minutes	

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

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

14. Accreditation of Pre-Marriage Counselors

The process of assessing the applicant eligible to conduct pre-marriage counseling pursuant to Article 16 of the Family Code of the Philippines.

Office or Division:	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)		
Classification:	Highly Technical		
Type of Transaction:	• Government to Client (G2C)		
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For New Applicants			
1. One (1) Duly Accomplished Application Form.		<ul style="list-style-type: none">Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>	
One (1) photocopy of the following documents (<u>original copies must be presented</u>):			

<p>1. Any of the following as proof that the applicant is a graduate of four (4) year course:</p> <p>a. Photocopy of Certificate of graduation/college diploma or transcript of records; or</p> <p>b. Certified photocopy of valid PRC ID.</p>	<ul style="list-style-type: none"> Any PRC Office nationwide
<p>2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted.</p>	<ul style="list-style-type: none"> Training Provider
<p>3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:</p> <p>a. Certification from immediate Supervisor; or</p> <p>b. An approved resolution</p>	<ul style="list-style-type: none"> Local Government Office
<p>4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <p><i>Annex C. Documentation Report Template</i></p>
Other documents to be made available during the assessment visit:	
<p>Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	
B. For Renewal	
<p>1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.</p>	<ul style="list-style-type: none"> Training Provider

2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<u>Annex D</u>);	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex D. PMC Form
3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. PMC Form
Other documents to be made available during the validation visit.	
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and	<ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form
c. A summary/record on the number of Certificate of Marriage Counseling issued.	<ul style="list-style-type: none">
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
STEP 2: Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 3: Awaits for acknowledgement or notification relative to the application.	1. Reviews and Assess the completeness of requirements/ documents submitted and prepare	None	5 working days and 2 hours	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents

	<p>acknowledgement letter, to wit:</p> <p>1.1 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>2. Review and approval of Supervisor/Section Head</p> <p>3. Review and approval of the Regional Director.</p>			<p>(Field Office - Standards Section)</p> <p>Supervisor/ Section Head</p> <p>Regional Director</p>
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Field Office - Standards Section)
STEP 5: Actual Accreditation Assessment	<p>Conducts validation assessment with the applicable mode:</p> <ul style="list-style-type: none"> Under Normal circumstances actual accreditation visit; During the state of calamity/ emergency virtual assessment. <p>Activities to take place:</p>	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)

	1. Brief overview on the assessment process; 2. Observation on the counseling session; and 3. Exit Conference			
STEP 6: Awaits the approval of the confirmation report/issuance of the Certificate	1.1 Final Assessment of the application documents and result of the actual accreditation assessment. 1.2 Prepares the confirmation report, with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 1.3 Forwards to the office of the RD for approval/signature. 1.4 Approval and signature of the documents	None	7 working days	Technical Staff/ Section Head/ Division Chief/ Support Staff Regional Director
STEP 7: Awaits for the approval and issuance of certificate, if favorable.	Prepares certificate for issuance, if favourable. Approval and signature of the Certificate	None	5 working days	Support Staff Regional Director
STEP 8: Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
TOTAL				
For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with Areas for Compliance:		None	25 minutes	

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

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

15. Endorsement of Duty-Exempt Importation of Donations to SWDAS

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

Office or Division:	Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail of:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application form (DSWD DFE Form 1)		<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityAny DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1	
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin		Philippine Consular Office (i.e. embassy or consulate) of the country of origin	
3. Notarized Deed of Acceptance		Notary public	
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate		Issued by the DSWD to the licensed and/or accredited SWDA	
5. Bill of Lading or Airway Bill		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.	
6. Packing List		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee	
7. Plan of Distribution		https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 2	

	<ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution
OPTIONAL REQUIREMENTS 1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations.	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office
3. Proof of prior agreements or approved arrangements, in case In case of relief items other than food and medicines	Appropriate government agencies
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place.	1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i> 2. Logs its receipt into the document tracking system 3. Provides the walk-in applicant with document reference number for easy tracking.	None	*30 minutes	Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section	Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	Php1,000.00	*10 minutes	Field Office: Cash Section personnel
STEP 3: Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; Step 3a – If found compliant to eligibility and documentary requirements Prepare for conduct of area visit	None	3 working days	Field Office: Standards Section technical staff
	Step 3b – If found non-compliant to eligibility and documentary requirements Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements Provides the applicant the Client Satisfaction Measurement Form			
Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.				
STEP 4: Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of	None	2 working days (per agreed schedule)	Field Office: Standards Section Technical Staff

	the program. (<i>Optional</i>)			
STEP 5: Endorsement to the DSWD Central Office.	Endorses the draft acknowledgment letter to the Regional Director for approval	None	1 working day	Field Office: Standards Section Technical Staff DSWD Regional Director
	Endorses the application to the Standards Bureau at the Central Office			
	If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s.			
	<p>Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p>	None	3 working days	Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director

	Prepares the following: <ul style="list-style-type: none"> • Endorsement letter to the DOFConforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
	Endorsement to the Secretary Affixes initial to the endorsement letter to DOF	None	1 working day	DSWD Undersecretary supervising the Standards Bureau
	Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF	None	3 working days	SWD Secretary
STEP 6: Approved applicants to pick up the Endorsement Letter	Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	Standards Bureau: SCMD Technical Staff
TOTAL				
Complete and Compliant:		₱1,000.00	Fourteen (14) days	
Complete but non-Compliant Submission:		₱1,000.00	Eight (8) days and fifty (50) minutes	
For Incomplete Submission:		None	30 minutes	

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

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

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

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

Office:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office		
Type of Transaction:	Highly Technical		
Who may avail:	All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups.		
CHECKLIST OF REQUIREMENTS¹		WHERE TO SECURE	
A. For New Applicants			
1. For Social Workers			
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)		<ul style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form	
b. 2 copies and original Valid Professional Regulations Commission Registration ID Card		Professional Regulations Commission	
c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i>		Training Provider	
d. Summary documentation of four (4) cases managed (Annex B)		Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template	

e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)
f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
2. For Supervisors	
a. First three (3) requirements stated under new applicants for social worker	(Same as stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client
B. For Renewal	
1. For Social Workers	
a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
b. Summary documentation (Annex B) of cases managed for the last six months	Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template
c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client

d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases 	Applicant/Client
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2. For Supervisor

a. First three (3) requirements stated under renewal for social worker	(As stated above)
b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes 	Applicant/Client

Note to Applicant. The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applications received through Walk-in Applicants				
STEP 1: The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together will the requirements stated above.	<p>A. the Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	None	1 hour and 30 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff

B. Applications received through Mail/Courier

	1.1.B The Field Office-Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section. If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.	None	4 hours 20 minutes	Standards Section Support Staff/ Standards Section Head / Technical Staff
	1.1. The technical staff shall conduct desk review of the received application as to completeness and compliance.	None	6 days and 1 hour	Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD
	1.2. If requirements are complete and compliant, the Field Office-Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application. If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.	None		
	1.3. One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD-Standards Bureau, and file the other copy in the Field Office. The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.	None	1 hour	Standards Section Support Staff

	1.4. The Standards Bureau-Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head.	None	2.5 hours	DSWD – Standards Bureau Support Staff / SCMD Section Head
	1.5. The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office. If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made: <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/ emergency, virtual accreditation shall be conducted If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.	None	1 day	Assigned DSWD– Standards Bureau technical staff, depending on the Field Office where the application was from.
	1.6. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment	None	13 hours and 30 minutes	Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director DSWD- Standards Bureau
STEP 2: The Applicant shall coordinate with	The technical staff shall conduct assessment through review of case records, interview of the	None	1 day (per agreed schedule)	Assigned technical staff from DSWD- Standards Bureau

Standards Bureau through the Field Office on the schedule of the assessment.	applicant and client/s, and conduct of other relevant activities.			
	<p>1.7. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i></p>	None	5 days and 2 hours after conduct of assessment	DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief
Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	<p>1.8. Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/corrections, the documents shall be returned to the technical staff.</p>	None	1 day and 1 hour and 30 minutes	Bureau Director DSWD-Standards Bureau
	<p>1.9. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p>	None	1 day and 1 hour	Assistant Secretary/ Cluster Head DSWD-Standards and Capacity Building Group
	1.10. The Cluster Head to review and/or approve the Certificate of Accreditation	None	1 day and 1 hour	Undersecretary/ Cluster Head

	and other approved attached documents.			DSWD-Standards and Capacity Building Group
	1.11. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section	None	2 hours	Standards Compliance Monitoring Division (SCMD) Support Staff
2. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation	None	30 minutes	Support staff from the DSWD FO-Standards Section
Total Processing Time:			20 working days	

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

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

17. Implementation of Government Internship Program (GIP)

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing opportunity for both out-of-school and in-school youths a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

Office or Division	Sectoral Programs Division
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	Filipino Youth (18 – 25 years of age)
CHECKLIST of REQUIREMENTS	
WHERE TO SECURE	
Government Internship Program Implementation	
A. Application as participants of the program	
1. Duly accomplished Application Form	DSWD Central Office and Field Offices

2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old.	Philippine Statistics Authority (PSA) Concerned Government Agencies
3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance.	School
4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay.	Barangay or Concerned Office/s of the parents

TRANSACTION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
1. Announcement on the deadline of the application form and other needed documents	1.1 Notice of acceptance of applicants (Announcement during flag raising ceremonies, through press release and radio announcements)	None	10 minutes	Youth Focal Person
2. Application or Registration	2.1 Issuance of Applications forms 2.2 Issuance service sequence number 2.3 Encoding of the client's information in Spreadsheet)	None	10 minutes	Youth Focal Person
3. Submit the required documents to the DSWD Central Office/Field Office	3.1 Screen the required documents its authenticity	None	1 day	Youth Focal Person and TWG or Selection Committee Members
4. Assessment of applications	4.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	TWG or Selection Committee members
5. Notification of qualified applicants for interview	5.1 Notify the qualified applicants for Interview	None	1 day	TWG or Selection Committee Members
6. Client will go for an interview at DSWD	6.1 Conduct actual interview	None	2 days	Youth Focal Person and TWG

Central Office/Field Office	with the applicants.			
7. Receive notification on the status of your application	7.1 Final screen the applicants (All qualified applicants will be notified on the next steps to take while the applicants who did not qualify will still be notified about the status of their application)	None	1 day	Youth Focal Person
Total		None	7 days	
II. Implementation Phase				
8. Attend Orientation	8.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Youth Focal Person
9. Render service in the area of assignment	9.1 Assist and monitor the youth in their area of assignment	None	30 working days	Youth Focal Person
10. Attend Capacity Building Activities	10. 1 Conduct capacity building activities	None	1 day	Youth Focal Person
11. Receive stipend	11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Youth Focal Person
Total		None	33 days	
III. Post-Implementation Phase				
12. Attend Program Evaluation Activity	12. Conduct program evaluation activity	None	1 day	Youth Focal Person/TWG
TOTAL		NONE	1 Day	

SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

FRONTLINE SERVICES

1. Referral Management Process for SLP - NPMO

The Referral Management Process of NPMO, provides the initial implementation of facilitating the request of individual client/s. The final and full implementation of the process will be in the in the Field Offices.

Office or Division:		Sustainable Livelihood Program – Grievance and Referral Management (GRMU)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizens G2G – Government to Government		
Who may avail:		All Qualified Program Participants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs,		SLP Helpdesk 3rd floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	1.1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012 Brief orientation on the SLP Processes	None	5 minute	GRMO / Technical Officer of the day
	1.2. Fill-out the SLP Profile Form 1.3. Request the client to register in the Walk-In Clients Logbook		10 minutes	GRMO / Technical Officer of the day Walk-in Clients
	1.4. Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-NPMO		5 minutes	GRMO / Technical Officer of the day Walk-in Clients
	1.5. Request the client to fill up the Client Satisfaction Measurement Report Form		5 minutes	GRMO / Technical Officer of the day
	1.6. Data encoding of client's profile in the SLP Referral Management System (SLP RMS)		3 minutes	GRM Unit Head
	1.7. Classification of client's request, provide instructions on the received referrals, and distribute to assigned GRMO			

	1.8. Validating of lacking information of the client/s as necessary		5 minutes	Administrative Assistant (AA)
	1.9. Refer/Endorse to concerned DSWD Field Office, OBSUs, NGA's, NGOs, and other institutions		8 Hours	GRMO Technical Officer of the day
	1.10. Monitor and follow-up feedback/updates to concerned FOs		3 days	GRMO Technical Officer of the day
2. Referral from OBSUs, NGAs, NGOs, CSOs, and other institutions	2.1. Classification of client's request, provide instructions on the received referrals, and distribute to assigned GRMO	None	3 minutes	GRM Unit Head
	2.2. Validating of lacking information of the client/s as necessary		5 minutes	GRMO Technical Officer of the day Administrative Assistant (AA)
	2.3. Refer to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		8 hours	GRMO Technical Officer of the day
	2.4. Monitor and follow-up feedback/updates to concerned FOs		3 days	GRMO Technical Officer of the day
3. Inquiries and Applications through 8888, Email, Social Media, Phone Calls and SMS.	3.1. Classification of client's request, provide instructions on the received referrals, and distribute to assigned GRMO	None	3 minutes	GRM Unit Head
	3.2. Validating of lacking information of the client/s as necessary		5 minutes	GRMO Technical Officer of the day Administrative Assistant (AA)
	3.3. Refer/endorse to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		8 hours	GRMO Technical Officer of the day
	3.4. Monitor and follow-up feedback/updates to concerned FOs		3 days	GRMO Technical Officer of the day
TOTAL		None	4 days and 33 minutes	

2. Grievance Management Process for SLP - NPMO

The Grievance Management Process of NPMO, provides the initial implementation of facilitating the request of individual client/s. The final and full implementation of the process will be in the Field Office.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
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. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others 2. Supporting documents		SLP Helpdesk 3 rd Floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Client/s	1.1. Explain to and request the client to sign or place hi/her thumb mark on the Data Privacy Act (DPA) of 2012	None	5 Minutes	GRMO/ Technical Officer of the day
	1.2. Require the client to register in the Walk-in Clients Log Book		2 minutes	GRMO/ Technical Officer of the day
	1.3. Initial Interview to the complaint		10 minutes	GRMO/ Technical Officer of the day
	1.4. Fill out the SLP Grievance Form		10 minutes	GRMO/ Technical Officer of the day Walk-in Client
	1.5. Validates lacking information of the client/s as necessary		3 Minutes	GRMO/ Technical Officer of the day Administrative Assistant (AA)
	1.6. Request the client to fill-up the Customer Feedback Form		5 Minute	Walk-in Client
	1.7. Issue SLP Walk-in Client Slip; Certify that clients appeared at the SLP NPMO			GRMO/ Technical Officer of the day

				Walk-in Client
	1.8. Data encoding of client/s profile in the SLP Referral Management System (SLP GMS)		5 minutes	GRMO/ Technical Officer of the day
	1.9. Classify the complaint/grievance		3 Minutes	GRM Unit Head
	1.10. Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validates lacking information of the client/s as necessary.		10 minutes	GRMO/ Technical Officer of the day
	1.11. Encode the details in the SLP GMS and EDTMS		6 minutes	GRMO/ Technical Officer of the day Administrative Assistant (AA)
	1.12. Refer/Endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	GRMO/ Technical Officer of the day
	1.13. Monitor and follow-up feedback/updates to concerned FOs		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	GRMO/ Technical Officer of the day
	1.14. Classify the complaint/Grievance		3 Minutes	GRM Unit Head
TOTAL FOR SIMPLE		None	3 days and 1 hour and 2 minutes	
TOTAL FOR COMPLEX		None	7 days and 1 hour and 2 minutes	
TOTAL FOR HIGHLY TECHNICAL		None	20 days and 1 hour and 2 minutes	
Grievance referral/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions				
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs,	1.1 Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validating of lacking information of the client/s as necessary		10 minutes	GRMO/ Technical Officer of the day

NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.2 Encode the details in the SLP GMS and DTMS		6 minutes	GRMO/ Technical Officer of the day Administrative Assistant (AA)
	1.3 Refer/endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	GRMO/ Technical Officer of the day
	1.4 Monitor and follow-up feedback/updates to concerned FOs		72 hours (simple) 168 hours (complex) 480 hours (highly technical)	GRMO/ Technical Officer of the day
	1.5 Classify the complaint/grievance		3 Minutes	GRM Unit Head
	TOTAL FOR SIMPLE		None	72 hours and 19 minutes
TOTAL FOR COMPLEX		None	168 hours and 19 minutes	
TOTAL FOR HIGHLY TECHNICAL		None	480 hours and 19 minutes	
Grievance received through emails, social media, phone calls and SMS				
1. Client to Submit Grievances through email, social media, phone calls and SMS	1.1 Validates if the finding is valid. Notified the concerned process owner for the invalid findings, and validating of lacking information of the client/s as necessary	None	10 minutes	GRMO/ Technical Officer of the day
	1.2 Encode the details in the SLP GMS and DTMS		6 minutes	GRMO/ Technical Officer of the day Administrative Assistant (AA)
	1.3 Refer/endorse for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs, and other institutions		72 hours (simple)	GRMO/ Technical Officer of the day

	1.4 Monitor and follow-up feedback/updates to concerned FOs		168 hours (complex) 480 hours (highly technical)	GRMO/ Technical Officer of the day
TOTAL FOR SIMPLE		None	72 hours and 19 minutes	
TOTAL FOR COMPLEX		None	168 hours and 19 minutes	
TOTAL FOR HIGHLY TECHNICAL		None	480 hours and 19 minutes	

3. Referral Management Process for SLP - RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program - Referral Management Unit (SLP-GRMU), serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in building-up themselves to achieve a better way of living.

Office or Division:		Sustainable Livelihood Program – Grievance and Referral Management Regional Office / Field Offices		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizens G2G – Government to Government		
Who may avail:		All Qualified Program Participants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out SLP Profile Form- for Walk-in Clients Referral/endorsement letter from OBSUs, NGA's, NGOs,		SLP Helpdesk 3rd floor, Mahusay Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk – in Clients	1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012 Brief orientation on the SLP Processes <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed to 1.4</i>	None	10 minute	RPMO or Field Project Development Officer
2. Issuance of SLP Profile Form and Walk-in Clients Slip	2.1 Fill-out the SLP Profile Form Request the client to register in the Walk-In Clients Logbook	None	20 minutes	RPMO or Field Project Development Officer Walk-in Clients

	2.2 Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client appeared at the SLP-NPMO <i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>	None	20 minutes	Project Development Officer
3. Assess/ Validation	3.1 Assess/Validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institution	None	1 day	Regional Focal for Referral RPMO Project Development Officer
4. Data Encoding	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	RPMO or Field Project Development Officer And Administrative Assistant (AA)
5. Name Matching	5.1 Provides list of names for name matching to Listahanan – NHTU and Pantawid Database <i>Note: provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i>	None	Pantawid (1 day) Non-Pantawid (2 days)	RPMO Project Development Officer
6. Endorsement	6.1 Endorse to Provincial Offices for appropriate action	None	1 hour	RPMO Project Development Officer
	6.2 Inform the client/s on the result of the name matching: a. If client is eligible proceed to capbuild – Proceed 2.0 b. If no matched – NHTU to conduct HAF or SLP Means Test b.1. Conduct home visitation to Administration to HAF. b.2. Administer SLP Means Test c. If non-poor refer to other institution <i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i>	None	1 day	Field PDO, IPDO and MPDO

	6.3 Administer the Livelihood Assessment Form (LAF) If eligible proceed to 2.0 If not eligible refer to other institution	None	1 day	PDO Partnership Officers
7. Social Preparation	7.1 Qualified individuals will undergo on the following activities: a.) Conduct Capacity Building b.) Provides result on the conducted Sustainable Livelihood Analysis (SLA), and SWOT Analysis. c.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them. d.) Conduct of Micro-Enterprise Development Training (MD) or Basic Employment Skills Training.	None	3 days and 5 hours	Field Project Development Officer
8. Identification and Proposal Preparation	8.1 Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		Program Participants
	8.2 Review and Assess the project proposal <i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i> <i>Note: The succeeding SLP processes will be subjected to the availability of Funds</i>	None	1 day	Provincial Coordinator RPMO Project Development Officers Regional Review Committee (RRC)
9. Resource Mobilization	9.1 Prepare project proposals for fund processing. <i>The proposal has been approved by the RD, then forwarded to FMD</i>	None	2 days	Regional Monitoring and Evaluation for Finance (RMEF)
	9.2 Prepare Obligation Report	None	2 days	Budget Officer/ SLP Mainstreamed Staff
	9.3 Prepare/process voucher	None	3 days	Accountant/ Mainstream Staff
	9.4 Monitor the issuance of the approved check for disbursement.	None	1 day	Cashier /Mainstreamed Staff

	9.5 Notify the program participants for the release of the check <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	Field Project Development Officer
	9.6 Release of livelihood assistance grants		1 day	Regional Cashier
TOTAL		None	20 days, 7 hours and 10 minutes	

4. Grievance Management Process for SLP - RPMO

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
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		
2. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others 3. Supporting documents		SLP Helpdesk 3 rd Floor, Mahusay Building		
Regional Program Management Office (RPMO) Level				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving Grievance referred/endor sed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	1.1 Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	None	10 Minutes	Grievance Referral Management Officer (GRMO)
	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	GRMO Complainant

	<p>1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention</p>		20 minutes	GRMO Complainant
	<p>1.4. Grievances are assessed and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms.</p> <p>Prepare letter of acknowledgement.</p> <p>Encoding to Database the deployment of Fact-Finding Team.</p>		30 minutes	Regional Program Coordinator Grievance Referral Management Officer (GRMO)
	<p>1.5. Non-Cognizable Grievance (Simple Transactions)</p> <p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>		7 days	Fact Finding Team
	<p>1.6. For Cognizable Grievance-Major 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>Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>		20 days	SLP Regional Grievance Management Committee (RGMC)
	<p>1.7. The Fact finding team shall conduct field visit for assessment/ validation and</p>		4 days	SLP Regional Grievance Management

	investigation and other duties and responsibilities under GMP			Committee (RGMC)
	1.8. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback		4-13 days	Fact Finding Team
	1.9. Provide recommendation and decision or be endorsing to concerned OBSUs towards the resolution of the grievance		1 day	SLP Regional Grievance Management Committee (SLP RGMC)
	1.10. Provide feedback to the complainant on the action taken		1 day	Grievance Referral Management Officer (GRMO)
	1.11. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution		1-4 days (FO RGC)	SLP Regional Grievance Management Committee (RGMC)
	1.12. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 day	RGMO
	1.13. SLP RGMC gathered information/documentation for submission to the Office of the Secretary			FO RGMC/AG-AC/Management
	1.14. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines			FO RGMC/AG-AC/Management
	1.15. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission			FO RGMC/AG-AC/Management

	LGU Employees - Endorse to the Local Government Unit – Local Chief Executives			
	1.16. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits against the stakeholder			FO RGMC/ AG-AC/ Management
	1.17. SLP RGMC gathered 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.			FO RGMC/ AG-AC/ Management
	1.18. Issuance of Resolution based on the decision by the authority		1 day	(GRMO)
	1.19. If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned		1 day	(GRMO)
	1.20. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	(GRMO)
TOTAL		None	43 days,10 minutes - 55 days,10 minutes	
Provincial Management Office (PMO) Level				
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	None	10 minutes	Provincial Grievance Management Officer (PGMO)

Hotline, and other institutions	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	PGMO
	1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention		20 minutes	PGMO
	1.4. Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to Database		30 minutes	PGMO
	1.5. Non-Cognizable Grievance (Simple Transactions) The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.		1-3 days	PGMO
	1.6. All major grievances are endorsed to RPMO		1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.		4-13 days	PGMO
	1.8. The Data gathered and essential information will be part of the endorsed documents to RPMO.		1 day	PGMO
	1.9. Provide feedback to the complainant on the action taken		1 day	PGMO
	1.10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1day	PGMO
TOTAL		None	10 days,10 minutes - 21 days, 10 minutes	
SLP Municipal Level				
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs,	1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO</i>	None	11 minutes	FPDO

NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions	<i>and other stakeholders, LGUs, proceed to 4.</i>			
	1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		11 minutes	FPDO Complainant
	1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention		20 minutes	FPDO Complainant
	1.4. Grievances are assessed (e.g. <i>involvement of PDO</i>) and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. Encoding to Database		PGMO 30 minutes	PGMO
	1.5. Non-Cognizable Grievance (Simple Transactions) The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.		3 days	PGMO
	1.6. All major grievances are endorsed to RPMO		1 day	PGMO
	1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The PGO will check the involvement of the PDO before		1 day	Grievance Verification Report (Annex C)
	1.8. Provide feedback to the complainant on the action taken		1 day	Grievance Feedback Report (Annex B)
	1.9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	Grievance Monitoring Report (Annex D) Encoded in the SLP Grievance Tracker
TOTAL		None	8 days and 12 minutes	

SOCIAL MARKETING SERVICES (SMS)

FRONTLINE SERVICES

1. Facilitation of Media Interview

The Social Marketing Service (SMS) is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD's relationships with its publics and stakeholders

Office or Division:		Public Affairs and Advocacy Division		
Classification:		Simple		
Type of Transaction:		Public to Government (External)		
Who may avail:		Media Institutions/Media Practitioners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Media Interview		Social Marketing Service - PAAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request for media interview through email, text message, or through telephone call	1. Receives and reviews the request/ memorandum and scans it for SMS Data Tracking System (DTS). Endorses the request to the SMS Director.	N/A	10 minutes	Office of the Director (OD) staff
	1.1 Reviews the request and writes instructions to concerned Division	N/A	6 minutes	SMS Director
	1.2 Scans instructions of SMS Director and forwards/ emails to Public Affairs and Advocacy Division (PAAD).	N/A	4 minutes	OD Admin Staff
	3 Records request and endorses to the PAAD Division Chief (DC).	N/A	7 minutes	PAAD Admin Staff
	4 Reviews request, instructs and assigns Technical Staff (TS) to act on the request Reviews draft briefer submitted by the TS; returns to TS with suggested inputs.	N/A	10 minutes	PAAD Division Chief

	<p>5 Sends required Media Enquiry Form to requesting media institutions/media persons.</p> <p>Prepares briefers, conducts research based on guide questions, in coordination with focal program person of concerned OBSU and with previously approved briefers as reference.</p> <p>Incorporates inputs from DC.</p> <p>Revises draft document.</p>	N/A	2.5 hours	PAAD Technical Staff
	<p>6 If there are no further comment, DC endorses draft document to SMS Director for review and approval.</p>	N/A	1 hour	PAAD Division Chief
	<p>1.7 Reviews the document.</p> <p>If there are comments, SMS Director returns the draft document to DC for revision.</p> <p>If there are no further comments, SMS Director endorses to the Office of the Undersecretary for Social Welfare and Development (OUSWD).</p>	N/A	5.5 hours	SMS Director
	<p>8 Records the SMS submission for review of technical staff.</p>	N/A	10 minutes	OUSWD Admin Staff
	<p>1.9 Reviews draft briefer.</p> <p>Provides comments/ additional inputs.</p>	N/A	2.5 hours	Technical Staff of OUSWD
	<p>1.10 Revises output based on comments and additional inputs.</p> <p>Re-submits briefer to OUSWD for further review.</p>	N/A	4 hours	SMS
	<p>1 Final reviews and endorses to OUSWD for approval.</p>	N/A	2.5 hours	OUSWD Technical Staff

	12 OUSWD reviews the output. If there are further comments, return output to TS for appropriate action. If no further comments. OUSWD approves the request.		1 hour	OUSWD
	13 SMS coordinates with media institution/media practitioner on the schedule of interview with the Spokesperson or designated talking head identified by the Secretary. Sends letter to media, including Client Satisfaction Survey	N/A	20 minutes	PAAD Technical Staff
	TOTAL	NONE	2 Working Days, 4 hours, 7 minutes	

SOCIAL TECHNOLOGY BUREAU (STB)

FRONTLINE SERVICES

1. Provision of Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs)

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

Office or Division:	Social Technology Unit (STU)			
Classification	Complex			
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to DSWD-Field Office through Social Technology Units (STUs) requesting for technical assistance and provide the details of the TA being requested from the bureau. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be	1) Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System. 2) Forward the document to the Head of Office via email or printed copy	None	30 minutes	Administrative Staff

copy furnished with the request.				
None	3) Assess the requested assistance and identify the concerned division/ staff who will take action on the request. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.	None	4 hours	Head of Office
None	4) Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy in the Tracking System If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.	None	4 hours	Division Chief / Section / Unit Head
None	5) Review the request and its attachment.	None	1 hour	Technical Staff
None	6) Coordinate with the requesting or the needed technical assistance	None	3 hours	Technical Staff
None	7) Prepare response to the request to include result of coordination with respective offices; 7.1. Insert the Client Satisfaction Survey Form / Link in the response if the requested service was already provided through the response.	None	2 hours	Technical Staff

	7.2. Insert schedule of follow-through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires.			
None <i>Wala</i>	8. Review the response to the requesting office: 8.1. If approved, submit to the Regional Director, copy furnished the Document Tracker for recording. If not approved, go back to number 7.	None	4 hours	Division Chief / Section / Unit Head
None	9.) Forward the document to the Head of Office, review completeness of attachments and affix e-signatures/initials, proper use of templates	None	30 minutes	Administrative Staff
None <i>Wala</i>	10.) Review the response 10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System If not approved, go back to number 8.	None	4 hours	Head of Office
None	11) Forward the Signed Document Response to the requesting office, through email or mail, record in the monitoring/tracking tool	None	30 minutes	Administrative Staff
None	12.) Keep a copy of the file in the Records / Filing System	None	30 minutes	Administrative Staff
None	13) As may be needed and agreed with the requesting party, conduct	None	2 days	Technical Staff

	actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means. Administer the Client Satisfaction Survey.			
None	14.) Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual)	None	1 hour	Administrative Staff
TOTAL		None	5 days, 2 hours	

2. Provision of Technical Assistance Along Social Technology Development or Sectoral Concerns

Refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

Office or Division:	Social Technology Bureau (STB)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail?:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, 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 LGU, NGO, or NGA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an	1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the	None	30 minutes	Administrative Staff

<p>official request through email or other electronic platforms to STU requesting for technical assistance and provide the details of the TA being requested from the bureau.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request.</p>	document in the Tracking System			
	Forward the document/email to the Head of Office via email or printed copy.			
	1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff who will take action on the request.	None <i>Wala</i>	4 hours	Office Director
	1.3. Record the note of the Bureau Director and forward the document/email to the concerned division.	None	1 hour	Administrative Staff
	1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/email to the staff assigned.	None	4 hours	Division/Section/Unit Head
	1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.	None	2 working days	Technical Staff
	Ensure inclusion of the Client Satisfaction Survey link in the memorandum/ letter.			

	1.6. Review and approve the official reply and its attachments. If with comments for revision, return to step 1.4. If approved, proceed to step 1.7	None	2 hours	Division/Section/Unit Head
	1.7. Forward the document to the Head of Office, review completeness of attachments and affixed e-signatures/initials, proper use of templates.	None	30 minutes	<i>Administrative Staff</i>
	1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff. If with comments for revision, return to step 1.6. If approved, proceed to step 1.8.	None	2 hours	Office Director
	1.10. Record the signed document in the Tracking System. Send the reply to the requesting office, either via email or courier.	None	15 minutes	<i>Administrative Staff</i>
	1.11. As may be needed and agreed with the requesting party, conduct actual technical assistance activity either via face-to-face or online means. Administer the Client Satisfaction Survey.	None	2 days	Technical Staff
Total		None	5 days, 6 hours & 15 minutes	

3. Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation.

Office or Division:	Social Technology Unit			
Classification:	COMPLEX			
Types of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter of Request		From the requesting NGAs, LGUs or CSOs		
2) Template of data requirement (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies.	1) Receive the Signed Document or accomplished Request Form (request for data, information, and other knowledge products) ; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System	None	45 minutes	Administrative Staff
For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the	2) Forward the document/email to the Head of Office via email or printed copy.			

request via email soctech@dswd.gov.ph.				
None	<p>3) Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording/tracking</p> <p>2.1) For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished with the request.</p>	None	4 hours	Head of Office
None	<p>4) Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy</p> <p>If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p>	None	4 hours	Division Chief / Section / Unit Head
None	<p>5) Review the request and determine source and method of sharing data</p> <p>5.1) If available in the website, include the link from the STB website or FO website.</p>	None	8 hours	Technical Staff

	<p>5.2) If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data</p> <p>5.3) If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and plans Division (PPD)</p>			
None	6. Prepare response to the requesting party; Include Client Satisfaction Survey	None	1 hour	Technical staff
None	<p>7. Review the response to the requesting office:</p> <p>7.1. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.</p> <p>7.2. If not approved, go back to Number 6</p>	None	2 hours	Designated Division Chief / Section / Unit Head
None	<p>8. Review the response</p> <p>8.1. If approved, sign the document and</p>	None	2 hours	Head of Office

	forward to outgoing staff, copy furnished the Document Tracker for recording 8.2) If not approved, go back to Number 7			
None	9. Forward the response to the requesting office, through email or mail, record in the monitoring/tracking tool	None	30 minutes	Administrative Staff
TOTAL		None	2 days, 6 hours, 15 minutes	

**SOCIAL WELFARE INSTITUTIONAL
DEVELOPMENT BUREAU
(SWIDB)**

FRONTLINE SERVICES

1. Availment of Accommodation at SWADCAP Guest Rooms

The Social Welfare and Development Center for Asia and the Pacific (SWADCAP) has guest rooms that cater DSWD employees, other government staff, and private individuals either through walk-in or reservation basis. Customers will settle the payment upon vacating the room within the set schedule. This is an alternative process considering the “new normal” where social interaction should be limited and physical distancing must be observed.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	DSWD employees, other government workers/agencies, and private individuals/organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
----------------------------------	------------------------

A) Thru Reservation

1. SWADCAP Reservation Form	DSWD Website
2. Scanned copy of requestor's ID	Requesting Party

B) Thru Walk-in

1. Billet Form accessible thru Google Form	Via generated QR code
2. Valid ID (to be uploaded online)	Requesting party
3. Feedback Form accessible thru Google Form	Via generated QR code
4. Acknowledgment Receipt	SWADCAP Front Desk

1A.) Thru Reservation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if guest room is available		None	1 Hour	
	1. Check availability of guest rooms	None	1 Hour	SWADCAP Admin Staff
	2. If available, inform customer to download the Reservation Form accessible via DSWD website	None	1 Hour	SWADCAP Admin Staff
2. Access and download the Reservation Form via DSWD website		None	1 Hour	
3. Fill out and submit Reservation Form together with a copy of the requestor's ID to SWADCAP thru email		None	2 Hours	
	3. Book reservation to SWADCAP Calendar	None	1 Hour	SWADCAP Admin Staff
	4. Send confirmation of reservation	None	1 Hour	SWADCAP Admin Staff
SUBTOTAL:			8 Hours or 1 Day	

Please proceed to 1B) Client Step No. 1 onwards.

1B.) Thru Walk In				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the front desk and express intent to check-in		None	1 Hour	
	1. Receive the customer and ask whether they have reservation or not If none, check availability of rooms	None	2 Hours	SWADCAP Admin Staff
	2. Request the customer to scan the Billet Form QR Code	None	2 Hours	SWADCAP Admin Staff
2. Access and accomplish billet form thru online and upload copy of ID		None	1 Hour	
	3. Assign room and provide Check-In Kit and Check-In Form	None	2 Hours	SWADCAP Admin Staff
3. Sign Check-In Form and proceed to the assigned room		None	1 Hour	
4. For check out, inform the front desk and surrender the signed return slip of Check-In Kit Acknowledgement and the room key and remote controls		None	1 Hour	
	4. Instruct the customer to scan the QR code of the CSMS	None	1 Hour	SWADCAP Admin Staff
	5. Check vacated room	None	2 Hours	SWADCAP Admin Staff
5. Access and accomplish the feedback form online		None	1 Hour	
6. Provide payment for the use of room	For DSWD employees For other government workers outside DSWD	PHP 250 PHP 400	1 Hour	

	For private individuals	PHP 900		
	6. Issue an acknowledge- ment receipt and payment details will be encoded to the database	None	1 Hour	SWADCAP Admin Staff
SUBTOTAL:			16 Hours or 2 Days	
TOTAL:			24 Hours or 3 Days	
For DSWD employees		PHP 250		
For other government workers outside DSWD		PHP 400		
For private individuals		PHP 900		

2. SWADCAP Function Room Reservation by External Stakeholders

Request for and submission of Reservation Form and Activity Terms and Conditions to Social Welfare and Development Center for Asia and the Pacific (SWADCAP) for the use of function rooms by external stakeholders.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	Other government workers/agencies and private individuals/ organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. SWADCAP Reservation Form		DSWD Website
2. Activity Terms and Conditions		
3. Scanned copy of requestor's ID		Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if function room is available	1. Check availability of function rooms	None	2 Hours	SWADCAP Admin Staff
	2. If available, inform customer to download the Reservation Form and Activity Terms and Conditions accessible from the DSWD website	None	2 Hours	SWADCAP Admin Staff
2. Access and download the Reservation Form and Activity Terms and Conditions from the DSWD website		None	4 Hours	
3. Fill out and submit the Reservation Form,		None	4 Hours	

Activity Terms and Conditions and copy of the scanned ID of the requestor to SWADCAP thru email				
	3. Book reservation to SWADCAP Calendar	None	2 Hours	SWADCAP Admin Staff
	4. Send confirmation of reservation and link to the CSMS form thru email	None	2 Hours	SWADCAP Admin Staff
TOTAL:		None	16 Hours or 2 Days	

3. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate 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:	Social Welfare Institutional Development Bureau (SWIDB) - All Field Offices			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
DSWD Intellectual Property Agreement		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request letter to DSWD		None	1 Hour	
	1. Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 Hour	Admin staff (Records Section)
	2. Receive the request letter and endorse to the Regional Director	None	1 Hour	Admin staff/Regional Executive Assistant (ORD)

	3. Review and provide instructions and endorse to Protective Services Division (PSD)	None	6 Hours	Regional Director
	4. Review and provide instructions and endorse to Capability Building Section (CBS)/Social Welfare Institutional Development Section (SWIDS)	None	3 Hours	Protective Services Division Chief/Head
	5. Receive the request letter	None	1 Hour	Admin staff (CBS/SWIDS)
	6. Review and assess the request	None	2 Hours	CBS Section Head
	7. Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 Hours	Technical Staff (CBS/SWIDS)
	8. Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 Hours	Technical Staff (CBS/SWIDS)
	9. Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 Hours	Technical Staff (CBS/SWIDS)
	10. Forward confirmation letter and draft RSO to PSD Chief for review and initials	None	1 Hour	Admin Staff (CBS/SWIDS)
	11. Review and sign confirmation letter and draft	None	3 Hours	Protective Services Division Chief

	RSO and endorse to ORD			
	12. Review and sign the confirmation letter and RSO	None	6 Hours	Regional Director
	13. Return to CBS/SWIDS	None	1 Hour	Admin staff (ORD)
	14. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form	None	1 Hour	Admin staff (CBS/SWIDS)
	15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail	None	1 Hour	Admin staff (CBS/SWIDS)
	16. Encode details of the request to a database	None	1 Hour	Admin staff (CBS/SWIDS)
	17. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor		3 Hours	Technical staff (CBS/SWIDS)
2. Fill out the DSWD Intellectual Property Agreement and Customer Satisfaction Measurement Survey		None	1 Hour	
	Total	None	40 Hours or 5 Days	



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

NON- FRONTLINE SERVICES

ADMINISTRATIVE SERVICE (AS)

FRONTLINE SERVICES

1. Issuance of Sticker Pass

Clients with portable equipment which are frequently brought outside and inside the DSWD premises may request for issuance of Portable Equipment Sticker Pass (PESP) in lieu of Gate Pass.

Unlike Gate Pass which is valid until the stated date of returned, PESP is valid from issuance or renewal until the last working day of the semester for regular/casual/contractual/co-terminus employee, the same shall apply for personal portable equipment frequently brought by the employee and until the last day of the quarter for COS workers but not beyond the last day of the contracted service.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
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 Portable Equipment Sticker Pass (PESP)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of OBSUs 1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous / casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person 1.2 Generate and portable equipment sticker pass and forward to AS-	None	1 Hour	Property Records and Accountability Section Technical Staff

	PSAMD Division Chief for signature			
	1.3 Record PESP details in the logbook			
	1.4 Sign PESP	None	5 Minutes	AS-PSAMD Division Chief
2. Claim PESP and present the portable property	2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP 2.1 Attach PESP in the most visible and secure area of the property 2.2 Present PESP request submitted by the client for signature as received sticker 2.3 Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Property Records and Accountability Section Technical Staff
TOTAL		None	1 HOUR, 35 MINUTES	

2. 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 for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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 OBSUs' Designated Property and Supply Custodian 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 FETS	1. Validate submitted request if duly signed by the concerned officials and employees 1.1 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request 1.2 Approve request in PREMIS 1.3 Accomplish the “encoded by” portion in the submitted FETS request 1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,000. Should the end user be COS, 2 copies of the undertaking shall be printed. 1.5 Generate and print barcode sticker and attach to the printed PAR/ICS 1.6 Record in the logbook details of transfer properties as stated in the printed PAR/ICS 1.7 Forward PAR/CS to the concerned OBSUs for signature of the previous accountable person and the new accountable person	None	1 Hour	Property Records and Accountability Section Technical Staff

2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2. Validate the returned document if accurately signed and forward to AS-PSAMD Division Chief for approval	None	15 Minutes	PRAS Technical Staff
	2.1 Approve duly accomplished document	None	5 Minutes	AS-PSAMD Division Chief
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person	None	30 Minutes	Property Records and Accountability Section Technical Staff
	2.3 Record the approval of record in PREMIS			
	2.4 Scan and upload the approved PAR/ICS and or Undertaking			
	2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL		None	1 HOUR, 50 MINUTES	

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

Turned over property due to its unserviceability or when the same is no longer needed by the accountable person shall be recorded in order to effect cancellation of property accountability of the client.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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

1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)	1. To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;
2. Actual Property for turnover	2. To be made available by the accountable person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1. Validate surrendered property vis-à-vis duly accomplished FETS 1.1 Fill up the "inspected and received by" portion in FETS 1.2 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.	None	15 Minutes	Warehouse and Supply Management Section Technical Staff
2. Updates record of surrendered items in PREMIS	2.1. Validate submitted request if duly signed by the concerned officials and employees 2.2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request 2.3. Approve request in PREMIS 2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,000. Signed the received by portion of PAR/ICS. 2.5. Generate and print barcode sticker and attach to the surrendered property.	None	1 Hour	Warehouse and Supply Management Section Technical Staff

	2.6. Approve PAR/ICS	None	5 Minutes	AS-PSAMD Division Chief
	2.7. Scan approved documents and upload to PREMIS	None	15 Minutes	Property Records and Accountability Section Technical Staff
	2.8. Record the approval of record in PREMIS			
	2.9. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL			1 HOUR, 35 MINUTES	

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

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

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Complex Transaction			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting OBSU 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 Office, Bureaus, Services, Units (OBSUs) 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, ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent OBSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit duly approved RIS to Procurement Management Service including required attachment such as PPMP and Technical Assistance Request	1. Receive, review and record the submitted duly approved RIS 1.1 Assign RIS number 1.2 Verify availability of requested supplies and materials 1.3 Update concerned OBSU staff on the availability or non-availability of supplies and materials 1.4 Request for the approval of RIS of the Chief of AS-PSAMD	None	2 Hours	PSAMD Administrative Staff
2. Receipt of issued supplies and materials	2. Update stock card and issue requested supplies and materials a. Updating of stock/bin card b. Pull out of stocks for issuance to requesting OBSU c. Update database	None	4 Hours	PSAMD Administrative Staff
TOTAL:		None	6 HOURS	

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

Surrendered serviceable equipment 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/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Complex Transaction

Type of Transaction :		G2G – Government to Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AS-PSAMD through the Designated Property Officer of concerned OBSU 3. From the AS-PSAMD / PREMIS online through the Designated Property Officer of concerned OBSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request a. Inform requesting OBSU of availability or non-availability of items. b. Request approval of FETS for confirmation of transfer	None	3 Hours	Requesting OBSU PSAMD staff
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Update PREMIS and generate PAR or ICS a. Transfer accountability through updating of database and issuance of PAR or ICS b. Process the approval of PAR or ICS	None	3 Hours	Requesting OBSU PSAMD staff
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	2 Hours	Requesting OBSU PSAMD staff
TOTAL:		None	8 Hours	

6. Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their designated Property Officer on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Highly Technical			
Type of Transaction :	G2G – Government to Government			
Who may avail:	1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Service Director, Attention the AS-PSAMD Chief Administrative Officer signed by their Head of Office or authorize official.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request	None	5 Minutes	PSAMD Receiving Staff
	1.1 Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer.			
	1.2 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance.	None	10 Minutes	PSAMD CAO
	1.3 Assigned the request to concerned Technical Staff.			
	1.4 Technical Staff prepare reply for confirming the date of Technical Assistance.	None	5 Days	PSAMD Technical Staff
	a. Prepared Special Order (If Field Office)			

	for the period of Technical Assistance.			
	b. Prepare the needed documents and information for the conduct of Technical Assistance			
	Conduct Technical Assistance on the scheduled date	None	1 day for OBSU/4 days for Field Office	PSAMD Technical Staff
2. Accomplished the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 Minutes	PSAMD Technical Staff
	2.1 Consolidate the Technical Assistance Evaluation Form.	None	7 Days from returned to Official Station	PSAMD technical staff
	2.2 Prepared Feedback Report for approval of PSAMD CAO.	None		
	2.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None		
TOTAL		None	14 Days and 25 Minutes for DSWD OBSU/ 18 Days and 25 Minutes for Field Office	

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

In case of the lost, damaged and destroyed property issued to employees due to force majeure, theft/robbery and fire, the Accountable Officer can request for Relief from Property Accountability to COA. AS-PSAMD facilitate this request upon submission of pertinent documents by the Accountable Officer.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
Classification:	Complex
Type of Transaction :	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). One (1) original copy of duly notarized Affidavit of Loss One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. One (1) original copy of Police Report One (1) original copy Comments of the Head Cluster One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. One (1) original copy of Inspection Report of Damaged Property. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) 		<ol style="list-style-type: none"> From PSAMD Office through PREMIS To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format To be prepared by the client without any prescribed format From PSAMD Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to AS-PSAMD re loss of issued property	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer	None	5 Minutes	PSAMD Staff
	1.1 Review the document and assign to concerned Technical Staff	None	5 Minutes	PSAMD CAO
	1.2 Review and prepare Memorandum for signature of the Administrative Service Director addressed to the requester to inform of the processes to be undertaken in requesting for relief from property accountability and the requirements to be submitted in accordance with the COA Guidelines.	None	3 Hours	PSAMD Technical Staff

<p>2. Submit request for relief from property accountability to COA with the following documentary requirements:</p> <ul style="list-style-type: none"> a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) 	<p>2. Review the documents submitted:</p> <p>2.1. If not complete - Prepare Memorandum for Accountable Officer to require compliance</p> <p>2.2. If complete – Prepare endorsement letter to Commission on Audit for Request for Relief to be signed by Undersecretary for GASSG.</p> <p>a. Forward the signed endorsement to COA copy furnished the Accountable Officer.</p>	None	3 Hours	PSAMD Technical Staff
<p>3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision</p>	<p>3. Provide Technical Assistance as follows:</p> <p>3.1. Request Granted –</p> <p>a. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of AS-Director, copy furnished the Accountable Officer</p>	None	3 Hours	PSAMD Technical Staff

	b. Update records/PREMIS 3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement			
4. Submit replacement unit in accordance with COA Decision	4. Request presence of COA representative during inspection of replacement unit 4.1. Analyze the specification of offered replacement item. 4.2. Accept replacement unit upon concurrence of COA representative 4.3. Prepare necessary documentation/ update record in PREMIS 4.4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.		1 Hour 1 Hour 2 Hours	PSAMD Technical Staff
5. Pay the value of property in accordance with the COA Decision	5. Provide assistance as to the mode of payment 5.1. Prepare Memorandum to FMS for the receipt of payment; or 5.2. Prepare Memorandum to HRMDS-PAD for the deduction of the amount of property in accordance with COA Decision 5.3. Prepare necessary documentation/ update record in PREMIS		3 Hours	PSAMD Technical Staff

TOTAL:	None	16 HOURS , 10 MINUTES
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8. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement

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/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Complex			
Type of Transaction :	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) 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 PSAMD 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. Submit copy of Memorandum to OUSGASSG and duly accomplished RLSDDP received by COA	1. Record the request in the Electronic Database (EDMS). Forward request to AS-PSAMD Chief Administrative Officer 1.1 Review the Request and RLSDDP	None	5 Minutes	PSAMD Staff
	1.2 Assigned the request to concerned Technical Staff	None	5 Minutes	PSAMD CAO
	1.3 Review the Request. a. If not complete -	None	4 Hours	PSAMD Technical Staff

	<p>Return to Accountable Officer for Compliance</p> <p>b. If complete – Prepare Memorandum on the recommendation relative to request to Undersecretary for GASSG to be signed by the AS-Director</p> <p>1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/Replacement of Lost Property.</p>			
2. Submit compliance on the approved recommendation of settlement.	<p>2. Reimbursement</p> <p>2.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.</p> <p>2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment.</p> <p>2.3 Update PREMIS as to the settlement of property accountability.</p> <p>2. Replacement</p> <p>2.1 Inspection of the offered replacement item.</p>	None	1 Hour	PSAMD Technical Staff

	a. If not compliant – Returned the item/s to Accountable Officer for compliance. b. If compliant – Updates record in PREMIS 2.2 Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account..			
TOTAL:		None	5 HOURS , 10 MINUTES	

9. Request for Air Transport Service

The Administrative Service – General Services Division (AS – GSD) provides air transport services to all officials and employees, who are authorized to travel on official business, through the service provider's 24/7 online portal system.

Office		AS – General Services Division		
Classification		Simple		
Type of Transaction		G2G Government-to-Government		
Who may avail		DSWD Central Office		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Submit the following documents to the Administrative Service-General Services Division (AS-GSD) System Administrator: 1. Air Transport Order (ATO) 2. Authority to Travel			Concerned Office, Bureau, and Service (OBS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Air Transport Order (ATO) with the following details:	1.Review and stamp "Receive" in the receiving copy	None	1-2 minutes	Requesting Party <i>Enhanced Document Transaction</i>

Name of employee Scheduled flights Place of destination				<i>Management System (EDTMS) Controller</i>
2. Authority to Travel	2.Review/validate the ATO and Authority to Travel;	None	1-2 minutes	
3. Keep the receiving copy of the ATO and the Authority to Travel	3.1 Check and validate if concerned OBS is updated with their respective payments through the online portal system. 3.2. If concerned OBS has been found to be updated with their payments, access to portal system of the concerned OBS shall be opened. 3.3. If concerned OBS has been found to have long overdue accounts, access to the portal system shall not be opened.	None	30 minutes	<i>Administrative Officer (System Administrator)</i>
4. Receive an e-mail to proceed with the conduct of the booking of scheduled flights.	3.4. Prepare an e-mail addressed to the concerned OBS informing the Air Transport Reservation Officer (ATRO) that they can now proceed to the booking of scheduled flights through the online portal system.	None	5-10 minutes (depending on the number of officials listed on the ATO)	<i>Administrative Officer (System Administrator)</i>
5. ATRO to conduct the booking of flights through the online portal system.	3.5 Monitor the processing of payments of the booked flights	None	5-10 minutes	Administrative Assistant II
TOTAL		None	54 minutes	

10. Request for Use and Monitoring of Vehicle

Provision of Service Vehicle to the staff and employees of DSWD Central Offices and Field Offices from the pool of available and general use service vehicle of the Motorpool.

Office	AS – GSD – Transport Management Section			
Classification	Simple			
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		
Present either of the following to the AS-GSD: 2. Accomplished one (1) copy of Request for Use of Service Vehicle Form to be received at the AS-GSD with attach Form (AS-TMS-01). a. Original Copy for GSD b. One (1) receiving copy of the OBS (Xerox only) 3. Electronic Technical Assistance Request (ASETS)		The Request for Use of Service Vehicle Form can be requested at the GSD-TMS AS-GSD Administrative Services e-Ticketing System (ASeTS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for Use of Vehicle and/or AS-TMS-01): together with the receiving copy to the AS-GSD	2. Review and stamp “Receive” in the receiving copy	None	5 minutes	Requesting Party <i>Administrative Aide II</i>
2. Informed of the availability of Vehicle and Driver Assignment	2.1 Review the current schedule of availability of vehicle and assign to concerned driver 2.2 Advise driver of his trip: 2.2.1 Motorpool Dispatcher prepares Trip ticket for trips within Metro Manila 2.2.2. Motorpool Dispatcher prepares Travel Order and Trip ticket in case of out-of town trip	None	1 day	<i>Motorpool Dispatcher</i>
3. Receive the Certification of unavailability of vehicle – in case of no available vehicle	3.1 The Motorpool dispatcher prepare certification of no available vehicle. 3.2 The GSD Chief signs the certification 3.3 Issue the certification	None	30 minutes	<i>Motorpool Dispatcher</i> <i>Administrative Officer III</i>
Total		None	1 Day 35 Minutes	

11. Request for DSWD Dormitory Accommodation

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 services monitor the operations of the central office dormitories, auditorium and lobby areas and to ensure the quality service management of the facilities located at the DSWD central office.

Office	AS – GSD			
Classification	Simple			
Type of Transaction	G2G Government-to-Government G2B Business Entity G2C Transacting Public			
Who may avail	DSWD Central Office ,Field Offices and Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present either of the following to the AS-GSD: 1. Request for CO Dorm Form to be received at the AS-GSD with attach Form (AS-GSD-P-08). 2. General Services Electronic- Ticketing System (GSETS)		To be accomplished and submitted by the requesting party to the AS-GSD AS-GSD General Services Electronic- Ticketing System (GSETS))		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled –up Request for CO Dorm AS-GSD-P-08 and/or done through GSETS together with the receiving copy to the AS-GSD	1.Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party <i>Dormitory Manager I/II</i>
2. Informed the client of the availability of CO Dorm	2.2.1 Review the current schedule of availability of CO Dorm 2.2.2 The Director shall approve the use of the CO-Dormitory which shall be use issued prior to check-in: 2.2.3 Confirm to the guest the availability of the Dormitory through GSET, email or in writing.	None	1 day	<i>Dormitory Manager I/II</i> <i>Director IV (Administrative Service)</i> <i>Dormitory Manager I/II</i>
3. Upon check-in	3.3.1 GSD shall issue a Billet Form (ANNEX B) to be filled up and signed by the	None	1-2 mins	<i>Dormitory Manager I/II</i>

	lodger/guest upon entry to the facility.			
4. Upon check-out	4.4.1 All accounts shall be settled before leaving the CO-Dormitory. Borrowed supplies, linen, and other items must be all accounted for by the lodger/guest. A clearance must be issued 4.4.2 Client must proceed to accounting to request order of payment to be present in Cash 4.4.3 Client must proceed to cash to pay his/her fees upon staying in Dormitory.	DSWD Officials- P250.00 Non DSWD- P350.00	5-15 mins	<i>Dormitory Manager I/II</i> <i>Accounting</i> <i>Cash</i>
5.Receive the Certification of unavailability of CO Dorm – in case of no available CO Dormitory	5.5.1Prepare certification of no available CO Dormitory 5.5.2 The GSD Chief signs the certification 5.5.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>
TOTAL		None	1 day 34 Minutes	

12. Request for Use of DSWD Conference Room

Office	AS – GSD			
Classification	Simple			
Type of Transaction	G2G Government-to-Government			
Who may avail	DSWD Central Office and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present either of the following to the AS-GSD: 1. Request for the use of DSWD Conference Room Form to be received at the AS-GSD with attach Form (AS-GSD-P-03). 2. General Services Electronic- Ticketing System (GSETS)		To be accomplished and submitted by the requesting party to the AS-GSD AS-GSD General Services Electronic- Ticketing System (GSETS))		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled – up Request for the use of DSWD Conference Room	1.1.1Review and Receive the receiving copy and/or through GSETS	None	1-2 minutes	Requesting Party <i>Dormitory Manager I/II</i>

Form AS-GSD-P-03 and/or done through GSETS together with the receiving copy to the AS-GSD				
2. Informed the client of the availability of DSWD Conference Room	2.2.1 Review the current schedule of availability of DSWD Conference Room 2.2.2 The Director or Authorized Representative shall approve the use of the CO-Dormitory which shall be use issued prior to the conduct of activity/meetings: 2.2.3 Dormitory Manager shall inform the Requesting Party the availability of the DSWD Conference Room through GSET, email, call or in writing.	None	1-5 minutes	<i>Dormitory Manager I/II</i> <i>Director IV (Administrative Service)</i> <i>Dormitory Manager I/II</i>
3.Receive the Certification of unavailability of DSWD Conference Room – in case of no available DSWD Conference Room	3.3.1Prepare certification of no available CO Dormitory and/or thru phone call or e-mail 3.3.2 The GSD Chief signs the certification 3.3.3 Issue the certification	None	15 minutes	<i>Dormitory Manager I/II</i>
TOTAL		None	22 Minutes	

13. Request for Technical Assistance Related to Building and Facility Maintenance

This process covers the provision of technical assistance for preventive/corrective maintenance, renovation, fabrication, office layout, and engineering/architectural solution. The required work/action, preparation, technical document varies depending on the subject/type of requests submitted by the Department offices using the electronic system or manual request form.

The technical assistance can be categorized into:

A. Corrective and/or Preventive Maintenance

- This shall be limited to corrective and/or preventive maintenance, and it does not need any materials to purchase. These requests can be done with immediate solution by expertise of the skilled/technical personnel.

B. Repair, Replacement, In-house Fabrication, Construction and/or Renovation

- This is highly technical that may be completed in a couple of days, weeks and/or months depending on the complexity of the requests (excluding procurement process). It will be evaluated, performed and supervised by the skilled personnel and Engineer/Architect.

C. Engineering and Architectural Documents and Practices

- This is particular to the Engineer and Architect expertise relate to providing technical specification (materials, furniture, equipment and etc.), office arrangement, plans/layouts, detailed estimates, and other engineering and architectural matters.

Office	AS – BUILDING AND GROUNDS MANAGEMENT DIVISION			
Classification	Highly Technical			
Type of Transaction	G2G Government-to-Government			
Who may avail	All Bureaus, Offices, Sections and/or Units of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic generated request using General Services e-Ticketing System (GSeTS);		- https://gsets.dswd.gov.ph/users/login		
2. Accomplished manual request form (Request for Technical Assistance)		- BGMD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request using the electronic system - The request can be submitted using the manual request form if the electronic system cannot be accessed.	1.1. Review and evaluate the submitted request. Correct the information if necessary.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
	1.2. Print the accepted request and forward to responsible skilled/technical personnel.	None	5 minutes	
	1.3. Determine and identify scope and requirement of the request	None	10 minutes	Skilled and/or Technical Personnel

	1.4. Perform a visual inspection if necessary and evaluate the specific request. - If the request has another need or does not apply to the designated staff. - If it can be resolved within the assigned staff's level, take appropriate action (Proceed to step 3.2).	None	1 hour	
2. Coordinate with DSWD Inspectorate Committee and secure Pre-Repair Inspection if the request is related to repair/replacement.	2.1. If the request requires fabrication, installation, plans/layout, technical specification and material procurement, the assigned technical staff shall prepare all necessary documents like: A. Plan/ Layout B. Technical Specification C. Bill of Quantities D. Program of Works E. Terms of Reference F. Project Proposal	None	1-7 days	Skilled and/or Technical Personnel
	2.2. All applicable documents shall be endorsed to the requesting office for confirmation and approval. - Revisions or adjustments maybe requested by the requesting office.	None	10 minutes	Administrative Staff (Outgoing Clerk)

	2.3. Review and revised the documents until approved	None	1-3 days	Skilled and/or Technical Personnel
	2.4. Endorse the approved documents and secure copy for filing. - If the request requires only technical documents, proceed to step 4.	None	10 minutes	Administrative Staff (Outgoing Clerk)
3. Prepare the necessary documents for the procurement stage and notify BGMD if all the materials/ services are ready to use.	3.1. If there is enough material to respond to the request, proceed with the execution of the task/work.	None	1-14 days	Skilled Personnel
	3.2. Upon completion of task/work, turnover the output for acceptance and/or adjustment if any. - Perform immediate adjustment	None	1 day	Skilled Personnel
4. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the designated personnel	4.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
Total:		None	1-26 days	

14. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

This technical assistance is particular to the provision of clean and COVID-19 free offices and facilities. Regular sanitation and disinfection of the offices is being conducted every weekend even without a request from offices. This process is applicable only to those offices with COVID-19 positive employees and close contact. This can be scheduled during working days provided that the request must be properly coordinated with the Human Resource Management and Development Service (HRMDS) and Administrative Service for recommendation and approval.

Office	AS – BUILDING AND GROUNDS MANAGEMENT DIVISION				
Classification	Simple				
Type of Transaction	G2G Government-to-Government				
Who may avail	Designated GSeTS focal/alternate person of all OBSU				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Electronic generated request using General Services e-Ticketing System (GSeTS); or		- https://gsets.dswd.gov.ph/users/login			
2. Accomplished manual request form (Request for Technical Assistance); or		- BGMD Office			
3. Email		- Submit request to admin@dswd.gov.ph and hrmds@dswd.gov.ph for approval and recommendation.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit request using the electronic system or through email - The request can be submitted using the manual request form if the electronic system cannot be accessed. - Ensure that the request is properly communicated to HRMDS and AS, and has approval.	1.1. Review, check and coordinate with HRMDS.	None	15 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)	
	1.2. Print the request and forward to assigned personnel for appropriate action.	None	10 minutes		
	1.3. Verify the disinfection schedule and see if there is a pending request.	None	15 minutes	General Foreman	
	1.4. Notify if the requested date/time is approved. Otherwise, inform the next available date/time of the disinfection schedule.	None	10 minutes		

2. Adjust the work schedule of their employees. - No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule.	2.1. Perform all necessary preparations in accordance with the Department's safety and health protocol.	None	1 hour	BGMD Disinfection Team General Foreman
	2.2. Proceed to the area/office and implement the sanitation and disinfection procedure	None	3 hours	
	2.3. Coordinate with the requesting office after the activity.	None	5 minutes	
3. Fill-out the feedback form (Customer Satisfaction Measurement Form) and submit to the assigned personnel	3.1. Feedback form shall attach to printed request and submit to GSeTS Administrator for encoding and filing.	None	5 minutes	Administrative Officer (GSeTS Focal/Alternate Personnel)
Total:		None	5 hours	

15. 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/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)
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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. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 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)		1. Procurement Management Service - Contract Monitoring Division 2. Concerned Offices, Bureaus, Services, Units (OBSUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents (PO, Contract, SI/DR, Notice to Proceed, IAR, PTR) to Property Office	1. Receipt of complete documents from 8am to 5pm Mondays to Fridays except Holidays	None	5 Minutes	Property Staff
	1.1 Validate the accuracy and completeness of all attached documents If no, request for the lacking document/s If yes, proceed to the next step	None	10 Minutes	Property Staff
	1.2 Determine the Property's acquisition cost. If Php 15,000.00 and above - record the property details in PREMIS under the "Property Records" module If PHP 14,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the "Inventory Custodian Slip (ICS)" module. Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification	None	10 Minutes	Property Staff
	1.3 Identify the End User	None	15 Minutes	Property Staff

	<p>Copy the assigned property number and open the “Transfer Thru Furniture and Equipment Transfer Slip (FETS)” module in PREMIS to record the identified end-user</p> <p>As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.</p> <p>Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer</p>													
	<p>1.4 Print forms and Barcode Stickers</p> <p>Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the “PREMIS Report” module; the applicable forms shall depend on the acquisition cost (see process above):</p> <p>Generate and print the barcode sticker, with number of copies, as, follows:</p> <table><tr><td>Computer Desktop</td><td>3</td></tr><tr><td>Split Type Air Condition Unit</td><td>2</td></tr><tr><td>Partitions</td><td>Depending on the number of partitions per property number</td></tr><tr><td>Blinds</td><td>Depending on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table>	Computer Desktop	3	Split Type Air Condition Unit	2	Partitions	Depending on the number of partitions per property number	Blinds	Depending on the number of blinds per property number	Other property	1	None	15 Minutes	Property Staff
Computer Desktop	3													
Split Type Air Condition Unit	2													
Partitions	Depending on the number of partitions per property number													
Blinds	Depending on the number of blinds per property number													
Other property	1													

	<p>1.5 Attach Barcode Stickers to the Property</p> <p>The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user</p>	None	10 Minutes	Property Staff
	<p>1.6 Endorse Printed PAR/ICS to the End-user</p> <p>The property officer shall prepare a Memorandum to endorse the generated PAR/ICS forms to the identified end user for signature of the Head of the Property Division/Section. The transaction should be recorded by the incoming / outgoing clerk in the logbook for "New Issuance", for monitoring purposes. Once signed, the Memorandum together with the printed PAR/ICS shall be transmitted to the end user.</p>	None	5 Minutes	Property Staff
	<p>1.7 Issue Property to the End User</p> <p>Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user.</p> <p>The property officer shall sign on the "Issued by" portion in the PAR/ICS</p>	None	1 Hour	Property Staff
	<p>1.8 Approve PAR/ICS</p> <p>After issuance of the property, the PAR/ICS will be forwarded to the Property Division/Section Chief for signature on the "Approved by" portion in the PAR or ICS</p>	None	5 Minutes	Head of Property Office
	<p>1.9 Provide copy of PAR/ICS to the concerned offices</p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p>Provide one copy to Procurement Management Service/Procurement Unit for attachment to the Disbursement Voucher.</p>	None	30 Minutes	Property Staff

	For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Service / Division			
	1.10 Update PREMIS PREMIS shall be updated as to the following information: 1. Date the PAR/ICS was returned with signature of the End-User 2. Date of approval of PAR/ICS	None	10 Minutes	Property Staff
TOTAL		None	2 HOURS, 55 MINUTES	

16. Physical Count of Property, Plant, and Equipment (PPE)

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)			
Classification:	Highly Technical 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. Special Order		1. Property Supply and Asset Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare Special Order	The Inventory Committee in the Central Office (ICCO)/Inventory Committee in the Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents	None	3 Days	Secretariat
2.Prepare Notice of Meeting	Once the Special Order is approved, Secretariat shall prepare the Notice of Meeting for signature of the ICCO/ICFO Chairperson. The	None	30 Minutes	Secretariat

	<p>agenda to be indicated in the Notice shall be as follows:</p> <ol style="list-style-type: none"> 1. Date/schedule of conduct of Physical Count. 2. Crafting of inventory guidelines 3. Assignments/roles of ICCO/ICFO members and other personnel involved <p>Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICCO/ICFO for information.</p> <p>ICCO/ICFO shall conduct meeting and finalize the activities for the conduct of physical count</p> <p>The required Minutes of the Meeting will be prepared by the Secretariat</p>			<p>Incoming/Outgoing Clerk</p> <p>ICCO/ICFO</p> <p>Secretariat</p>
3. Conduct of Meeting	<ol style="list-style-type: none"> 1. The Secretariat shall gather the relevant documents as basis for the conduct of inventory taking, as provided in the Guidelines 2. The Secretariat shall also prepare the following documents for signature of the GASSG Head/Regional Director: <ol style="list-style-type: none"> a. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations b. Letter / Memorandum to Commission on Audit and Internal Audit Service/ Management Audit Analyst to request representatives who will witness the conduct of physical count 	None	90 Minutes	Secretariat
Route/Disseminate Information to Concerned Offices	Once the documents are signed, the incoming/outgoing clerk shall route the same to concerned offices for information.	None	5 Minutes	Incoming/Outgoing Clerk

Provide Instruction	Prior to the actual conduct of the physical count, the ICCO/ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count	None	30 Minutes	ICCO/ICFO Chairperson Inventory Team
Conduct the Physical Count	Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment. Replace property stickers/barcodes, if necessary each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation.	None	2 Minutes per Property Item	ICCO/ICFO Chairperson Inventory Team Secretariat
Prepare the Inventory Findings/Report	<p>After the conduct of physical count, the secretariat shall prepare a Memorandum to concerned offices to be signed by the ICCO/ICFO Chairperson, to inform them of the result of the physical count in their office. All discrepancies between the physical count and records shall be reported to Head of Office concerned and reconcile immediately.</p> <p>The result must specify ICCO/ICFO's findings such as:</p> <ol style="list-style-type: none"> 1. Properties that are located in the station; and 2. Properties that are not located in the station (discrepancies); in this case, ICCO/ICFO shall schedule the conduct of re-inventory/revalidation 	None	4 Hours	ICCO/ICFO Secretariat Head of Office
Forward signed Inventory Report/ Findings	Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s	None	5 Minutes	Incoming/Outgoing Clerk
Conduct Re-Inventory/Revalidation	This activity will address the result/findings of discrepancies during the conduct of physical count of properties	None	2 Hours	Inventory Team

Conduct Reconciliation of Property Records and Books of Accounts	<p>Upon completion of the conduct of physical count, ICCO/ICFO shall conduct reconciliation of property and accounting records and shall address discrepancies, in accordance with the guidelines.</p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p>	None	5 Days	ICCO/ICFO Secretariat
Endorse the RPCPPE for Approval	<p>Upon completion of the physical count, the ICCO/ICFO, through the Secretariat shall prepare the Report on Physical Count of Property, Plant and Equipment (RPCPPE).</p> <p>All ICCO/ICFO members shall review and affix their signature in RPCPPE.</p>	None	4 Hours	Secretariat
Prepare RPCPPE	<p>Endorse the signed RPCPPE to the Administrative Service Director and Assistant Secretary for Administration (Central Office)/ Chief of Administrative Division and Assistant Regional Director for Administration (Field Office), as recommending authority.</p> <p>Once signed, the RPCPPE shall be forwarded to the Undersecretary of GASSG/Regional Director, for approval.</p>	None	30 Minutes	Director of Administrative Service/GASSD Chief Assistant Secretary for Administration/ Assistant RD for Administration GASSG Undersecretary/ Regional Director Incoming/Outgoing Clerk
Submit/ Transmit the Approved RPCPPE to COA and IAS	The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Internal Audit Service/Management Audit Analyst and Accounting Division/Section.	None	15 Minutes	Secretariat Incoming/Outgoing Clerk
File Copy of RPCPPE	The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.	None	5 Minutes	Secretariat
TOTAL		NONE	9 DAYS 12 HOURS AND 32 MINUTES	

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

1. 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;
2. To ensure recording and documentation of cases of loss, damage or destruction of government properties

Office/Division:	Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
Classification:	Complex Transaction		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials		
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. 10From 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
5.1 Processing of Request for Relief				
1. Forward copy of RLSDDP to AS-PSAMD	1. Receive copy of RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the DTS/Logbook	None	5 Minutes	Property Staff: Incoming Outgoing Clerk
	<p>1.1 Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017</p> <p>1.2 Verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP</p> <p>If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s</p> <ul style="list-style-type: none"> The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief <p>If complete, proceed to the next step</p>	None	<p>10 Minutes</p> <p>2 Hours</p>	Property Staff
	1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for	None	3 Hours	Property Staff Administrative Service Director/ Administrative Division Chief

	<p>GASSG/Regional Director</p> <p>a. The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;</p> <p>b. 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>			Head of Property Office
	<p>1.4. If the draft Recommendation / Comment is in order, the Undersecretary for GASSG/Regional Director shall sign the same and endorse back to Property Office for proper routing to COA</p> <p>If not in order, send back to Property Office with instructions and recommended further actions</p>	None	30 Minutes	Undersecretary for GASSG/ Regional Director
	<p>1.5. If signed, record in DTS / Logbook; Route the original copy to COA and photocopy to the Accountable Officer and HOBS concerned</p> <p>If not signed, assign to concerned Property staff for appropriate action</p>	None	10 Minutes	Property Staff/ Incoming/ Outgoing Clerk

2. Receive photocopy of the approved recommendation	2. The property staff shall scan and file the receiving copy of the Recommendation/ Comment/s	None	10 Minutes	Property Staff
TOTAL:		None	6 HOURS, 5 MINUTES	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2 Provision of Technical Assistance upon Receipt of COA Decision				
1. Forward copy of COA decision	1. Receive copy of COA Decision on the accountable officer's Request for Relief from Property Accountability and record the received document in the DTS/Logbook	None	5 Minutes	Property Staff: Incoming Outgoing Clerk
	1.1. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer	None	10 Minutes	Property Staff
	1.2. Provide Technical Assistance to the accountable person, as follows: If Relief is Granted – 1. 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 Officer through the HOBS	None	3 Hours	Property Staff

	<p>2. Update records/PREMIS</p> <p>If Relief is Denied –</p> <p>a. 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>a.1. Replacement Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property</p> <p>a.2. Payment – Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines</p>			
<p>2. For Replacement:</p> <p>Present replacement unit for the lost property</p>	<p>2.1. Request presence of COA representative during inspection of replacement unit</p> <p>Inspect/Validate the offered replacement item/s</p>	None	30 Minutes	Property Staff / COA Representative

	<p>2.2. If not compliant:</p> <p>Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief</p> <p>If Compliant with the approved specification:</p> <p>a. Accept replacement unit upon concurrence of COA Representative</p> <p>b. Prepare memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account</p> <p>c. Prepare necessary documentation/ update record in PREMIS</p>	None	2 HOURS	Property Staff/ COA Representative <i>Kawani ng</i> <i>Property /</i> <i>Kinatawan ng</i> COA
<p>2. For Reimbursement</p> <p>Request for Assistance for Reimbursement of lost property</p>	<p>2.1. Provide assistance to Accountable Officer to facilitate the required payment through a memorandum to be signed by the Administrative Service Director / Administrative Division Chief with the concurrence of the Accounting Office</p> <p>a. The “Money Value” to be settled – the Money value shall be equal to the</p>	None	1 HOUR, 45 MINUTES	Property Staff

	<p>Depreciated Replacement Cost (DRC) of property at the time of loss, Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost</p> <p>b. The property staff shall conduct market research. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.</p> <p>Please refer to the sample computation provided hereunder</p>			
Settle the agreed amount	<p>2.2. Assist the Accountable Officer to secure from the Accounting Office the issuance of Order of Payment</p> <p>2.3. Assist the Accountable Officer to secure from the Cash Office the issuance of Official Receipt upon payment</p> <p>2.4. Prepare Memorandum to Accounting Office and Letter to COA endorsing the proof of</p>	None	15 MINUTES	Property Staff/ Accountable Officer

	payment upon receipt of copy from the accountable officer and request for dropping from the books of accounts			
	2.5. Prepare necessary documentation and update record in PREMIS	None	15 Minutes	Property Staff
TOTAL:		None	8 HOURS	

Note:

Computation of the Money Value of Lost Properties

Rule:

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
2. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section;
4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

Sample Computation:
1. DEPRECIATED REPLACEMENT COST (DRC)

$$\text{DRC} = \text{Current Market Price} - \text{Accumulated Depreciation}$$

Where:

$$\text{Accumulated Depreciation} = \text{Monthly Depreciation} \times \text{Depreciation Period}$$

Thus:

Current Market Price (replacement cost)	P2,499.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$ (P2,499.00 – 5%)/60 mos.	P39.57
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020

Depreciation Period (from the date of acquisition until the time of loss)	11 months
Accumulated Depreciation (P39.57 x 11)	P435.24
Depreciated Replacement Cost (P2,499.00 – P435.24)	<u>P2,063.76</u>

1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Acquisition Cost	P13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$ (P13,990.00 – 5%)/60 mos.	P221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss) 2014 – 2 mos. 2015 – 12 mos. 2016 – 12 mos. 2017 – 12 mos. <u>2018 – 12 mos.</u> <u>2019 – 2 mos.</u> Total = 52 mos.	52 months
Accumulated Depreciation (P221.51 x 52)	P11,518.52
NBV/Carrying Amount (P13,990.00 – 10,632.40)	<u>P2,471.48</u>

18. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement

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/Division:		Administrative Service – Property Supply and Asset Management Division (AS-PSAMD)		
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 PSAMD 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. Submit Request for Relief from Property Accountability	1. Receive Request for Relief from Property Accountability with endorsement from the concerned HOBS and record in DTS/Logbook	None	5 Minutes	Property Staff: Incoming/ Outgoing Clerk
	1.1 Review submitted Request for Relief from Property Accountability by replacement/ reimbursement or provide technical assistance	None	10 Minutes	Property Staff
	1.2 Prepare Memorandum to Accountable Officer thru the HOBS of the processes for replacement or payment as the case maybe, in accordance with the existing guidelines a. When signed, record in DTS/Logbook, Route the Memorandum to Accountable Officer thru the HOBS concerned	None	2 Hours	Property Staff/ Incoming/ Outgoing Clerk
2. Submit reply on the recommendation of the	2. Receive and review the reply and the submitted additional documents/	None	10 MINUTES	Property Staff

Property Office and/or submit additional requirement/documents	requirements of the Accountable Officer			
	<p>2. If not complete: Prepare Memorandum to the Accountable Officer thru the HOBS concerned to require submission of the identified lacking requirement/s</p> <p>a. The Memorandum shall be signed by the Administrative Service/ Director</p> <p>If complete: Proceed to the next step</p>	None	2 Hours	Property Staff
	<p>2.1. 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 Money Value</p> <p>For Replacement:</p> <ul style="list-style-type: none"> ▪ The replacement unit must be of similar or higher specification than that of the unit sought to be replaced; ▪ The replacement unit must be in good working condition, regardless than that of the lost property's condition at the time of loss, ▪ The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall be required. 	None	3 HOURS	Property Staff

	<p>For Payment:</p> <ul style="list-style-type: none"> ▪ The Property Staff shall determine the “Money Value” of the lost property to be settled by the Accountable Officer ▪ The property staff shall conduct market research. Should there be no available current market price, the property’s carrying amount or the Net Book Value (NBV) shall be considered. <p>Please refer to the sample computation provided hereunder</p>			
	<p>2.2. Receive Recommendation with the decision of the Undersecretary for GASSG / Regional Director</p> <p>Disapproved – Prepare Memorandum informing the Accountable Officer on the disapproval of request and require compliance as to the reason for non-approval</p> <p>Approved – Prepare Memorandum to Accountable Officer informing the approval of the request for Reimbursement/ Replacement of Lost Property</p>	None	2 HOURS	Property Staff
<p>3. For Reimbursement Request for Assistance for Reimbursement of lost property and settle the agreed amount</p>	<p>3. Assist the Accountable Officer to secure from Accounting Office the issuance of Order of Payment</p> <p>3.1. Assist the Accountable Officer to secure Cash Office the issuance of</p>	None	2 HOURS	Property Staff

	Official Receipt upon payment 3.2. Prepare Memorandum to Accounting Office and Letter endorsing the proof of payment upon receipt of copy from the accountable person and request for dropping from the Books of Account 3.3. Update PREMIS as to the settlement of property accountability			
For Replacement Present replacement unit for the lost property	3. Request the presence of COA representative during inspection of replacement unit	None	30 MINUTES	Property Staff COA Representative
	Inspect/ Validate the offered replacement unit/s If Compliant: 3.1. Accept replacement unit upon concurrence of COA Representative 3.2. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts 3.3. Prepare necessary documentation/ update record in PREMIS If Non-Compliant: Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements	None	2 HOURS	Property Staff COA Representative
	1. Prepare Memorandum to FMS and Letter to COA on the acceptance of the offered replacement item/s for	None	1 HOUR	Property Staff

	reference and recording in the Books of Accounts			
TOTAL:		None	14 HOURS, 55 MINUTES	

Note:

Computation of the Money Value of Lost Properties

Rule:

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2. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section.
4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

Sample Computations:
1. DEPRECIATED REPLACEMENT COST (DRC)

$$\text{DRC} = \text{Current Market Price} - \text{Accumulated Depreciation}$$

Where:

$$\text{Accumulated Depreciation} = \text{Monthly Depreciation} \times \text{Depreciation Period}$$

Thus:

Current Market Price (replacement cost)	P2,499.00
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Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020
Depreciation Period (from the date of acquisition until the time of loss)	11 months
Accumulated Depreciation (P39.57 x 11)	P435.24
Depreciated Replacement Cost (P2,499.00 – P435.24)	<u>P2,063.76</u>

1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

Acquisition Cost	P13,990.00
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$ (P13,990.00 – 5%)/60 mos.	P221.51
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss) 2014 – 2 mos. 2015 – 12 mos. 2016 – 12 mos. 2017 – 12 mos. 2018 – 12 mos. 2019 – 2 mos. Total = 52 mos.	52 months
Accumulated Depreciation (P221.51 x 52)	P11,518.52
NBV/Carrying Amount (P13,990.00 – 10,632.40)	<u>P2,471.48</u>

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE (HRMDS)

NON-FRONTLINE SERVICES

1. 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 Division (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD 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. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form (write contact details as well, if needed) and submit to PAD	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the Service Card data, if updated Per16 / FILE 201 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	Personnel Officer CO & FO Personnel Transaction Section
	2.2. Encode/ check details of SR, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the SR	none	3 hours (depending on the availability of signatories)	Section Head PAD Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division
	2.4. Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Officer CO & FO Personnel Transaction Section

3. Get the SR issued	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
TOTAL		None	3 Days	May be extended depending on the volume of transactions handled

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

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD 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. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and check the FILE 201 if needed.	none	2 days, 5 hours (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst. MOA Section (for COS Workers) Personnel Admin. Asst. CO & FO Personnel Transaction Section (for Officials and employees)
	2.2. Encode/check details to COE, print the issuance and	none	30 minutes	

	attach the necessary documents			
	2.3. Review and Sign/initial the COE	none	2 hours	Section Head PAD Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division
	2.4. Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call)	none	10 minutes	Personnel Admin. Asst. MOA Section (for COS Workers) Personnel Admin. Asst. CO & FO Personnel Transaction Section (for Officials and employees)
3. Get the COE issued	3. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Central Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Division (PAD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Current Central Office (CO) Officials and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
HRMDS-PAD Request Form or	PAD Receiving Area

formal letter or e-mail request		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-PAD Request Form and submit to PAD	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst. Leave Administration Section
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head PAD Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division
	2.5. Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst. Leave Administration Section
3. Get the CLC issued	3. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
TOTAL		None	7 days	May be extended depending on the volume of transactions handled and the

			length of service of the current Official / employee as recorded in the Leave Ledger
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4. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

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

Office or Division:	Personnel Administration Division (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD 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. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAD Request Form and submit to PAD	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS ² .	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst. Leave Administration Section
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the CLC	none	2 days	Section Head PAD Section or Personnel Officer

² Electronic Leave Administration Recording System

				OIC/Chief Admin. Officer Personnel Admin. Division
	2.5. Inform the client that CLC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst. Leave Administration Section
3. Get the CLC issued	3. Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAD Receiving Area
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

5. Certification of Performance Ratings

This service covers the facilitation of the issuance of Certification of Performance Ratings of Officials and employees for the performance period being requested by the requesting party.

Office or Division:	Human Resource Planning and Performance Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Central Office (CO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Letter or email request for certification of performance rating		PMS Receiving Area DSPMS Online Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal request letter for performance rating or email request for	1. Receive the formal request or acknowledge email request and	N/A	10 minutes	PMS Staff

performance rating to the incoming clerk. Or request for certification thru the DSPMS online portal	forward to concerned PMS staff for action			
2. Wait for advice from the PMS	3. Review the submitted request and check if the ratings for the requested rating period is available in the PMS Database	N/A	12 hours	PMS Staff
	4. If rating is available, the PMS staff shall prepare the Certification of performance Rating for approval	N/A	7 hours	PMS Staff Authorized Certifying Authority
	4.1. If the rating is not available, the PMS shall prepare the certification of no rating for approval			
3. Receive the documents and fill-up the customer feedback form	5. Once the certificates are signed, the document shall be forwarded to the PMS outgoing staff for transmittal to the requesting OBS/individual	N/A	50 minutes	PMS Staff
4. Submit the filled-up customer feedback form to the PMS Staff	6. Once the document has been received by the requesting OBS/individual, the PMS staff shall file the receiving copy and record the transaction in the monitoring tool	N/A		PMS Staff
TOTAL		none	2 ½ days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

INTERNAL AUDIT SERVICE (IAS)

NON- FRONTLINE SERVICES

1. Provision of Internal Audit Reports (IARs) for Internal Stakeholders

The approved IAR is a formal document issued by the Internal Audit Service (IAS) which offers service to other citizens/users through the provision of IAR procedures. It allows the public to understand the result of an internal audit or evaluation performed on the different DSWD Offices/Bureaus/Services (OBSs). In keeping with the Ease of Doing Business rules, hereunder is the IARs Provision Process. For this transaction, it can be issued to the borrower within a minimum of 1 day to a maximum of 2 1/2 days to 2 hours and 40 minutes.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	DSWD Central Offices/Bureaus/Services/Units and Regional Offices Attached and Supervised Agencies and COA.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Identification (at least one (1) certified or photocopy), i.e., passport, driver's license, SSS ID, Voter's ID (<i>per Freedom of Information/FOI requirement</i>); and 2. Approved request from the Office of the Secretary (OSEC)/IAS Director at least one (1) original copy with description of requested information and preferred mode of communication, i.e., how to be alerted about the status of request (<i>per FOI requirement</i>).		Concerned Offices Office of the Secretary (considering that the documents are confidential and sensitive in nature) IAS Director		
CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request (from the OSec/IAS Director) to IAS office;	1. Upon receipt of the requests from the RP to provide IAR, asks the RP to accomplish two (2) copies of Request Issue Slips (RISs), and records the request in the IAS Logbook	None	10 minutes	Administrative Assistant (AA)
2. Secures 2 copies of Request Issue Slip (RIS) for accomplishment and signature/Registers in the Log Book (LB) for FOI requests, and sign; and	2. Checks the completeness of accomplished RIS 3. Supplies the Control Number to accomplish RIS and forwards to the IAS Director	None	10 minutes 5 minutes	AA Designated Records Custodian
	4. Endorses the RIS with ES, for approval of the Secretary	None	30 minutes	IAS Director

	5. Upon receipt of the approved RIS, evaluates and assigns the request to the concerned division in-charge of the IARs.	None	30 minutes	IAS Director
	6. Prepares the requested IAR and endorses the same to the IAS Director	None	2 1/2 days	Division Chief/ Audit Team Leader
	7. If in order, signs the transmittal. If not, returns to the division concerned for revision	None	1 hour	IAS Director
3. Receives the requested report.	8. Issues the requested IAR to the Requesting Party	None	15 minutes	AA
		NONE	2 1/2 DAYS, 2 HOURS AND 40 MINUTES	
Note: For the borrower, only one (1) report at a time. Similarly, depending on the nature of the OSEC's request, the IAS may allow either a room-only access to IARs or the issuance of certified photocopies of said records.				
Provision of IARs - Only One Report (3 Days) – qualified for multi-stage processing				

2. Use of Conference Room

The IAS Conference Room is located inside the IAS Office on the 2nd of the Floor of the Matapat Building. It serves other OBSs as a venue for meetings, Intelligence Quotient (IQ) and Technical Examinations, etc. and has a seating capacity for a maximum of 15 people. However, due to the pandemic, a one-sit apart policy is currently being adopted. For this transaction, the request by the OBSU can be approved within a minimum of one (1) hour and 20 minutes.

Office or Division:	All Divisions of IAS- Management/Operations/Special Audit			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Offices/Bureaus/Sections of DSWD Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Conference Room Request Form		Administrative Unit, Office of the Director		
CITIZEN'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Requests for reservation of the Conference Room thru email request to the ias@dswd.gov.ph. At the minimum, the requests should contain: Requesting Office: Purpose: Date: Time: Number of Attendees: Note: § The email subject should be Request of IAS Conference Room; and § Email re request of the Conference will only be accepted.	1. Upon receipt of the request thru email, provides the link and checks the availability of the Conference Room. At the minimum the requests should contain: Requesting Office, purpose, date, time and number of attendees. If available: Provides the link http://bit.ly/request_form_use_of_conference_room . If no, inform the Requesting Party If unavailable: Inform the requesting OBS of the dates of availability. 2. Reviews the Request Form If approved: Return the Request Form to the Administrative Assistant I; and If disapproved: Return the Request Form to the Administrative Assistant I and instruct him/her corresponding actions to do.	None	10 minutes	AA
			11 minutes	
			15 minutes	IAS Director
	Informs the requesting OBS whether the request was approved or not approved.	None	15 minutes	AA
2. Receives the IAS confirmation on the status of their request for date of reservation.	Calendars the OBSs approved date of reservation.	None	15 minutes	AA
	Supplies the Control Number to the Accomplished BS	None	15 minutes	Designated Records Custodian
TOTAL		NONE	1 HOUR AND 20 MINUTES	
Use of Conference Room (3–Day Transaction) qualified for multi-stage processing				

**INFORMATION COMMUNICATION
TECHNOLOGY MANAGEMENT SERVICE
(ICTMS)**

NON- FRONTLINE SERVICES

1. ICT Support Services

a. Information Systems Development

Information Systems Development is a process for planning, creating, testing, deploying and maintaining an information system.

Office or Division:	BSSDD ICTMS			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum or Proposal		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	1. Four [4] sub-processes are initiated by the ICTMS-BSSDD, in coordination with the Data Management Division [DMD]: <ul style="list-style-type: none"> • BPRA • System Design • System Development • System Testing 2. A fifth [5] sub-process which is the System Deployment is done in partnership with the Infrastructure Management Division [IMD], Network and Technical Service Support Division [NTSSD] and Cyber Security Group [CSG].	N/A	Depends on the requirement of the business owner	BSSDD

TOTAL				

b. Project Management and Facilitation

Project Management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.

Office or Division:		BSSDD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TOR, Project Specification		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner [Office, Bureau, Service or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance	1. The BSSDD provides technical assistance to the Business Owner in the formulation of the Terms of Reference for the outsource projects. 2. The Team Lead provides technical assistance to the Business Owner and Service Provider in gathering the requirements and actual system development 3. The Business Analyst provides technical assistance in the preparation of summary of agreements and its endorsement to respective units. 4. If the Information System is ready for deployment, the Team Lead coordinates with Infrastructure	N/A	100 days (Depends on the requirement of the business owner)	BSSDD

	Management Division (IMD) for resource requirements 5. The Team Lead coordinates with Cyber Security Group for the Vulnerability Assessment of the Information System. 6. If the system passes vulnerability assessment, the Data Management Division (DMD) deploys the system on production database environment and the Infrastructure Management Division deploys the system on production application environment.			
Total			N/A	

c. Management of Change Request

The change management process in systems engineering is the process of requesting, determining attainability, planning, implementing, and evaluating changes to a system.

Office or Division:	BSSDD ICTMS			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change Request Form		ICTMS BSSDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Business Owner submits Change Request Form.	1. The Analyst logs and reviews the Change Request Form. If the CRF is valid, the Analyst will draft an assessment and recommendation else the CRF will be returned to Business Owner with attached notes.	N/A	Minor change (1-2 days) Major change (7-14 days) New module (30-60 months)	BSSDD

	<ol style="list-style-type: none"> 2. If the CRF is transactional, the Data Management Division (DMD) executes the request through back-end. An execution report and signed CRF will be prepared right after the execution. 3. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request. 4. A unit testing will be conducted once done coding. If there are no bugs found in the system, the Analyst conducts system testing. 5. Once the system passes the testing and no bugs are found, the Analyst prepares a UAT form which will be accomplished by the Business Owner. 6. The Business Owner conducts the User Acceptance Testing. 7. The Analyst reviews and logs the accomplished UAT form. If there are no bugs found in the system the developer will request for system deployment. 8. The Data Management Division deploys the requested changes on Production Environment for database related requests otherwise the Infrastructure Management Division [IMD] for source code related changes. 9. The Analyst consolidates the forms and updates the status in the project monitoring system. 10. The Team Leader signs the form and 			
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	returns them to business owner.			
Total			Minor change: 1-2 days Major change: 7-14 days New module: 30-60 onths	

d. VPN Connection Issue Resolution/Escalation

The Cyber Security Group administers, manages and maintains Perimeter Security solutions and related Systems across all regional offices and data centers

Office or Division:	CSG ICTMS			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will then Transcribe/Classify/Escalate the Ticket 2. CSG will Assess and Validate User Credentials and Authorization 3. BSSDD/DMD will process VPN Service authorization availability 4. CSG will then configure policy for Application Server/VPN Access for User and Test User connectivity	N/A	4 Hours (Refer to ICTMS SLA)	CSG

Total			4 Hours (Refer to ICTMS SLA)	

e. Virus or Malware Issue

The Cyber Security Group administers and maintains enterprise End-point Security Solutions for Central and Field Offices.

Office or Division:	CSG ICTMS			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will transcribe/classify the Incident if it's a valid virus or malware incident. 2. CSG will perform 2 processes: 1) Investigate cause of incident and Issue/update and install/Update Endpoint Solution. 3. advisory on affected/restored services. 4. If the issue requires AV installation or update, CSG will isolate infected unit If the issue need OS Level repair/restoration, CSG will isolate infected unit for deep analysis and execute	N/A	8 hours (Refer to ICTMS SLA)	CSG

	restoration of services. 5. If it needs external SLA, CSG will escalate to external SLA.			
Total			8 hours (Refer to ICTMS SLA)	

f. Application Vulnerability Assessment

Perform regular security monitoring to identify/mitigate any possible intrusions/vulnerabilities.

Office or Division:		CSG ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		BSSDD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VA Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BSSD/The Developer submits a VA Ticket, NTSSD will then transcribe/ classify ticket and CSG will assess Application documentation and Test Environment.	1. CSG will execute Vulnerability Assessment proper. 2. If Documents are incomplete it will be given back to BSSD for completion. 3. Preparation and Patch Production Environment will be issued when there are no vulnerabilities found.	N/A	1 Day (Depends on the VA Request)	CSG
Total			1 Day (Depends on the VA Request)	

g. Information Security Incident Management

The Cyber Security Group will adequately respond to an intrusion or incident, limit immediate incident impact to users and stakeholders.

Office or Division:	CSG ICTMS
Classification:	Simple
Type of Transaction:	G2G

Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT System. https://ictsupport.dswd.gov.ph Support Ticketing		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client [Office, Bureau, Service or Unit] submits a ticket thru ICT Support Ticketing System.	1. NTSSD will transcribe/classify the Incident if it's a valid virus or malware incident. 2. CSG will classify and assess Nature on Incident and will Issue necessary advisory and assess extent of damage or data loss. 3. If issue requires patching, CSG will forward to BSSDD/DMD for patching application and servers. 4. If issue requires restoration, CSG will forward to BSSDD/DMD for backup restoration. 5. If issue requires physical security check, CSG will forward to BSSDD/DMD and will escalate to Admin Service Security. 6. If issue requires physical security check, CSG will forward to BSSDD/DMD and will escalate Law to Enforcement (e.g. NBI, CIDG).	N/A	4 Hours (Depends on the IMR Request)	CSG

Total	4 Hours (Depends on the IMR Request)
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h. Website and Domain Provision

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

Office or Division:	IMD ICTMS			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the IMD Chief which will be approved / disapproved by the ICTMS Director	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. 2. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would prepare a report to the director for approval of the request. 3. The technical staff would execute the instructions of the Director. 4. The staff will transfer the ticket to CSG for evaluation and approval for publishing. 5. The technical staff will inform the	N/A	30 days (Subject to the approval of the DIR and CSG)	IMD

	client and create a report via the ticketing system for documentati-on.			
Total			30 days (Subject to the approval of the DIR and CSG)	

i. Server Provisioning

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

Office or Division:	IMD ICTMS			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ICT Support Ticket			ICT Support Ticketing System. https://ictsupport.dswd.gov.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office will be sending the request in via memorandum addressed to the ICTMS director and cc'ed the BSSD Chief which will be approved / disapproved by the ICTMS Director	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The BSSD would provide recommendation s to IMD on the deployment specifications. 2. Once the ticket is reassigned, the system administrator checks if the ticket originated from BSSD. If it	N/A	8 Hours – If resources are available (Subject to endorsement of BSSDD to IMD)	IMD

	<p>is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step.</p> <p>3. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can accommodate the requirements, the server is then provisioned. Otherwise, the requirements would be endorsed to the Office of the Director for Procurement.</p>			
Total	8 Hours – If resources are available (Subject to endorsement of BSSDD to IMD)			

j. Active Directory Account Provisioning

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

Office or Division:	IMD ICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

ICT Support Ticket		ICT System. https://ictsupport.dswd.gov.ph Support Ticketing		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information: a. First Name: b. Middle Initial: c. Surname: d. Ext. Name (if any): e. Office Name and Division/Unit: f. Official Email or personal email (where the user credentials would be sent) 2. The technical staff will process the creation of Active Directory (AD) account (username and password).	N/A	4 Hours	IMD

	3. Once the AD account is created, the technical staff shall provide the user credential and AD manual for employees via email for documenta- tion.			
Total	4 hours			

k. Active Directory Account VPN Access

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

Office or Division:		IMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff will coordinate to client for validation and get the following information:	N/A	4 Hours (Subject to the approval of CSG)	IMD

	a. Purpose: b. Server/System to be accessed: (sample: http://172.XX.XX.XX:3000) c. Access Type: (sample: HTTPS) 5. The technical staff will transfer the ticket to Cyber Security Group (CSG) which contains pertinent information to CSG process. a.) AD Group Name b.) Purpose c.) System to be accessed d.) List of users included			
Total			4 Hours (Subject to the approval of CSG)	

I. Systems Patching

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS.

Office or Division:		IMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will	N/A	Web Application: 4 Hour	IMD

ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is reassigned to the proper technical staff, the technical staff in turn checks if the ticket originated from BSSD. If it is not, it is endorsed to BSSD for checking and evaluation. In case that the ticket is from BSSD, then proceed to the next step. 4. The technical staff would ensure that a backup of the system files is secured prior to patching 5. The technical staff would apply the patch and inform the CSG of the patches applied. 6. The technical staff will inform the client and create a report via the ticketing system for documentation.		Software Server side: 8 Hours	
Total	Web Application: (4 Hours) Software Server side: (8 Hours)			

m. Datacenter Entry

Responsible for managing the enterprise-wide network connectivity, providing computing support and maintaining applications in the production environment.

Office or Division:		IMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. 3. Once the ticket is assigned or reassigned to the proper division or technical staff, the technical staff would check if the proper information and documents are in order. <ul style="list-style-type: none"> • Delivery Receipt • Equipment List • System Documentation • Activity List 4. Once the documents are in order, the activity is then allowed to proceed. 5. The IMD technical staff will create a report via	N/A	8 Hours (Subject to the approval of the Division Chief)	IMD

	the ticketing system for documentation			
Total			8 Hours (Subject to the approval of the Division Chief)	

n. DNS Update

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

Office or Division:		IMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	1. The ticket is being evaluated by the helpdesk administrator from the NTSSD and will assign to the proper ICTMS division or technical staff. 2. The ticket request must first be forwarded to the CSG and BSSD for approval. Both CSG and BSSD must both provide approval before endorsing the request to IMD for processing. 3. If the ticket is assigned to the IMD ticket pool in which the unit head or IMD	N/A	4 Hours (Subject to the Approval of the BSSDD and CSG)	IMD

	staff can take an unassigned ticket for resolution. In cases where a ticket is mislabeled the ticket is then re-assigned to the proper division. The ticket must include the recommendation from CSG and BSSD. 4. The technical staff would then execute the recommendation of the CSG and BSSD 5. The IMD technical staff will create a report via the ticketing system for documentation			
Total			4 Hours (Subject to the Approval of the BSSDD and CSG)	

o. Master Data Management (Database Development)

Master Data Management is the set of technology, tools, and processes that ensure master data is coordinated across the enterprise.

Office or Division:		DMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for system development or enhancement	1. Gather user process and data requirements	N/A	Specs Provision (4 Hours)	DMD

	2. Design Database logical design 3. Create database physical design in development environment 4. Test developed database Create Database in production		Deployment/Installation (2 Weeks)	
Total			Specs Provision (4 Hours) Deployment/ Installation (2 Weeks)	

p. Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)

Just like with database development or database structure creation, change management involves close coordination with the data owners and systems analysts or software developers (both from the BSSDD).

Office or Division:		DMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Signed CRF	1. Change Management process (BSSDD) 2. Executes request on backend 3. Updates concerned database 4. Update master database (if needed) Communicate changes	N/A	Patching (4 Hours) Change Request (4 Hours)	DMD
Total			Patching (4 Hours) Change Request (4 Hours)	

q. Data Visualization

DMD performs tasks and process for **data visualization** or presentation of data in a graphical form, in order to help decision-makers and project managers interpret data easily and make evidence-based decisions.

Office or Division:	DMD ICTMS
Classification:	Simple

Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for data visualization via DSWD Dashboard.	1. Gather and check requirements 2. Generate required data for visualization (if Database) 3. Provide on hand data (if non database data) 4. Clean data and produce required tables 5. Produce data visualization 6. Receive data visualization for final review 7. Upload in DSWD dashboard. Regular updates (if needed)	N/A	Creation (if data is complete (4 Hours) Updating Visualization based on non-database data (1 day) Creation (if data is NOT complete (would depend on data completion from requester)	DMD
Total			Creation: if data is complete (4 Hours) Updating Visualization based on non-database data (1 day) Creation: if data is NOT complete (would depend on data completion from requester)	

r. Database Support

Aside from the above processes, the DMD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

Office or Division:		DMD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request database support via ICT Support Ticketing System	1. Provide initial response within 30 mins and coordinate with the requester. 2. Provide resolution within set SLA 3. Review and approve resolution' 4. Change ticket status Close Ticket and answer Customer Satisfaction Survey	N/A	Maintenance/Optimization (24 Hours/depend on the size of the tables/database) PPIS Account Activation & Updates (4 Hours)	DMD
Total		Maintenance/Optimization (24 Hours/depend on the size of the tables/database) PPIS Account Activation & Updates (4 Hours)		

s. GIS Support

The Geographic Information Systems (GIS) Unit of the Data Management Division handles all GIS-related concerns and support of the Department.

Office or Division:		DMD ICTMS		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for GIS TA and provides corresponding data	1. Coordinate with OBSU/Client. Clarifies TA needs and data availability. 2. Analyzes needed data 3. Process Spatial Data 4. Cleanses data 5. Process Spatial Data 6. Finalize Processed Spatial Data 7. Assess if request is met 8. Receive GIS output 9. Provide Users training	N/A	Data Support (30 days)	DMD
Total			Data Support (30 days)	

t. Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide service support for ICT software and hardware trouble to end user 3. If there's a need for Service Provider's intervention, service support engineer provide a TA Report for submission to Procurement Management Division-Contract Management Division, if for warranty claim or to the OBSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.	N/A	4 Hours (Refer to ICTMS SLA)	NTSSD
Total	4 Hours (Refer to ICTMS SLA)			

u. ICT Technical Specification Request

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer. 2. Desktop Support Engineer provide Technical Specification Report based on industry standard and market research.	N/A	3 Days (Refer to ICTMS SLA)	NTSSD
Total			3 Days (Refer to ICTMS SLA)	

v. Request for Evaluation ICT Hardware and Software

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the Director of ICTMS		1. ICTMS Director endorse the request to NTSSD. 2. NTSSD creates a Technical Working Group to evaluate the Quotations of Bidders. 3. The Technical Working Group submits an Evaluation Report indicating if a bidder is found to be compliant or not to BAC Secretariat.	N/A	3 Days (Refer to ICTMS SLA)	NTSSD
Total				3 Days (Refer to ICTMS SLA)	

w. Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Provide tools/equipment if needed. 2. Deliver Technical Support. 3. Confirm with client when done. 4. Return tools/equipment from their proper disposition if there is any.	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD
Total			Duration depends on OBSU request	

(Refer to ICTMS SLA)

x. Technical Assistance for VOIP

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		DSWD Central Office OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. After the issue is verified, The engineer assigned will apply remote(reboot the phone, change config and network status) solution to solve the issue 3. The Engineer will render onsite checking if remote solution do not addressed the issue such as, audio cables, displays, dial keys, and network connectivity 4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD
Total			Duration depends on OBSU request (Refer to ICTMS SLA)	

y. Technical Assistance for Webconference/Livestream

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS
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Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		DSWD Central Office OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Reach out to the end user to verify the issue 2. Gather the requirement of the end user such as the venue and the schedule of the event 3. Advise the end user to conduct an initial dry run to determine the issue that may arise 4. If an issue is encountered, coordinate with respective focal to address the issue 5. If the issue cannot be addressed due to defect on feature, escalate to the service provider	N/A	Duration depends on OBSU request (Refer to ICTMS SLA)	NTSSD
Total			Duration depends on OBSU request (Refer to ICTMS SLA)	

z. Wide Area Network

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through ICT helpdesk system.	1. Conduct an initial troubleshooting by checking the network cables, device alarms, and conduct a Ping Test and Traceroute. By doing this, the network engineer can isolate if the cause of the problem is physical or logical. 2. Next is to identify the issue, if it is a physical issue, conduct power cycle on the router or modem and/or replace the cables. If it is a logical problem, report the issue to the Service Provider together with the ping & traceroute results and pictures of the hardware showing the alarm. 3. Confirm with the remote contact person if the link is already restored. 4. Require an Incident Management Report from the Service Provider after issue is resolved for documentation purposes.	N/A	4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required	NTSSD
Total			4 hours for remote assistance, 1 day for onsite, 3 days if hardware replacement is required	

aa. Network (Wired and Wireless)

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Support Ticket	ICT Support Ticketing System. https://ictsupport.dswd.gov.ph

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUs submit their incident request through helpdesk system.		1. The first step to do when this issue occurs is to check the physical layer - the network cable for wired user and wireless adapters for wireless users. 2. Next is to check the network configurations of the device of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the proper addressing scheme. Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected. 3. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure undertaken for reference.	N/A	4 hours if only single user is affected, 8 hours if an OBSU is affected	NTSSD
Total				4 hours if only single user is affected, 8 hours if an OBSU is affected	

bb. ICT Support Ticketing System

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All DSWD OBSU

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ICT Support Ticketing System is accessible via Web form and via email. The URL to access the said system is https://ictsupport.dswd.gov.ph using the AD credentials for login.	1. While the email is ictsupport@dswd.gov.ph . With this ticketing system, end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request. 2. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester. 3. Upon resolution, the technician will change the status to resolved. 4. Should the requester agreed, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically. 5. Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.	N/A	Depends on the Incident/Service Request (Refer to ICTMS SLA)	NTSSD
Total			N/A	

cc. Wireless Service (Wiserv)

Processes technical assistance for both hardware and software

Office or Division:		NTSSD ICTMS		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All DSWD OBSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of technical assistance (Account Activation/Deactivation; Account Update; Keyword Creation; Inaccessible) 2. Click the closing link received via email if amenable with resolutions provided else reply the remarks to reopen the ticket. 3. Accomplish the Customer Satisfaction Survey Form received via email.	Wiserv focal to check the status of the registered account. Facilitates request within the set SLA Update the status of the ticket from Open to resolve upon logging of the resolution provided	None	Depends on the Incident/Service Request (Refer to ICTMS SLA)	NTSSD
Total			N/A	

**INTERNATIONAL SOCIAL SERVICES
OFFICE
(ISSO)**

NON- FRONTLINE SERVICES

1. Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISSO FO Focal Persons

This process was developed to ensure effective and efficient provision of TA for improved service delivery through establishment of a step-by-step procedures and requirements in providing technical assistance.

This will cover the ISSO established protocol in the provision of technical assistance (TA) to Social Welfare Attaches (SWAtts) at post, One-Stop shop (OSS) DSWD NAIA Team, and International Social Services (ISS) Focal Persons in all DSWD regional offices in various aspects of operation and service delivery.

Office or Division:	Provision of Technical Assistance to SWAtts, One Stop-Shop DSWD NAIA Team, and DSWD ISS FO Focal Persons			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SWAtt, OSS DSWD NAIA Team, and ISSO FO Focal Persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Letter of Request 2. Submitted Periodic Reports Especially the Issues Concerns Raised and Recommendations Part		<ul style="list-style-type: none"> • SWAtts, OSS, and FO Focals • ISSO Files and Emails 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formally expressed the need for TA	1. OSWA receives Doc. (report//request/ correspondence) 1.1. By email 1.2. By courier (from DSWD Records Unit)	None	4 Minutes	Incoming Staff
	2. Records the details of document for tracking (system/ logbook) and endorses to Office of Director - Date of receipt, source, subject, name of immediate destination (Office of the Director), and date endorsed to the Director's Office	None	3 Minutes	Incoming Staff
	3. Director's secretary receives, records, and endorses document to the Director	None	2 Minutes	Director's Secretary
	4. Director makes notations and returns the document to his/her secretary with the instruction to endorse the request to the concerned division to act on the request	None	2 Minutes	Director

	5. Director's Secretary endorses the document to concerned Division admin staff after updating the logbook/system indicating the Director's notations	None	2 Minutes	Director's Secretary
	6. Division admin staff records in the division's logbook, details of document, including notation of the Director, and finally endorses to the division chief	None	2 Minutes	Concerned Division Admin Staff
	7. Division chief reviews, makes notations, and returns the document to the division secretary who then enhanced his/her logbook indicating DC's notations	None	5 Minutes	Division Chief
	8. Division admin staff endorses the document to division's concerned staff		2 Minutes	Division Admin Staff
	9. Concerned staff acts on the document	None	1 Hour for minor doc (3 Hours for highly technical needing input from concerned OBSUs)	Concerned ISSO (Technical) Staff
	10. Concerned staff endorses written action to Division admin staff for onward endorsement to Division AA, with his/her logbook enhanced	None	2 Minutes	ISSO (Technical) Staff
	11. Division chief reviews the document and endorsed to the Division secretary. 11.1. If no comment, approved document endorses to Office of Director for signature 11.2. If with comment/s, document is returned to concerned staff for enhancement/ finalization, then back to the division chief, and once approved, document is endorsed to the Office of the Director	None	2 Minutes	Division Chief



	<p>12. Director makes final review of the written action (approval and signature) to the document</p> <p>12.1. If no comment, document is approved/signed and endorsed to the Outgoing staff for tracking.</p> <p>12.2. If with comment/s, the written action to the document returned to the concerned Division for enhancement, then back to the office of the director for final action/ approval/signature and endorsement to the outgoing staff.</p>	None	<p>2 Minutes</p> <p>(1 Hour)</p>	Director
	13. Signed written action to the document sent to concerned SWAtt/FO.	None	2 Minutes	Outgoing Staff
2. Fills out Online Satisfaction Survey Form	14. Requested personnel who requested TA to fill out online SSF.	None	1 Minute	Personnel who requested TA
	15. Processing/ analysis and inclusion of the result of the satisfaction survey to periodic report of the ISSO	None	2 Minute	ISSO Focal for Client Satisfaction Survey
	16. Turns over the documents to the records officer for filing	None	2 Minutes	Outgoing Staff and Record Officer
Total		None	94 Minutes (1 Hour and 40 Minutes) to 272 Minutes (4 Hours and 30 Minutes)	

Note:

- 1) 94 minutes of 1 hour and 40 minutes for minor document or request needing simple action.
- 2) 272 minutes of 4 hours and 30 minutes for highly technical concerns
- 3) For concerns needing instruction or policy pronouncement from cluster official/head, it may take more than a day depending on the availability of the concerned official.
- 4) For appropriate preparation of documented TA, the process will only take 13 steps, but if needed improvement, it will take 16 steps.

**KAPIT-BISIG LABAN SA KAHIRAPAN
COMPREHENSIVE AND INTEGRATED
DELIVERY OF SOCIAL SERVICES
NATIONAL COMMUNITY-DRIVEN
DEVELOPMENT PROGRAM
(KALAHYAN-CIDSS NCDDP)**

NON-FRONTLINE SERVICES

1. Request for Procurement Approval for KC-NCDDP

Review and evaluation of submitted procurement documents of KC-NCDDP sub-projects with a contract cost of 2 million Pesos and above to ensure compliance of requirements of the Community-Based Procurement Manual prior to the issuance of the Notice of Award.

Office or Division:	KC-NCDDP Procurement			
Classification :	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of Works (POW) including detailed estimates - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Technical Specifications / Scope of Works - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Community Procurement Plan - Scanned or Photocopy		Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office		
Invitation to Bid / Request for Quotation and Bidding Documents - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Minutes of Bids and Awards Committee meetings - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Post-Qualification Report, when necessary - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Bid and Awards Committee Resolution Recommending Award - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Legal, Technical and Financial Proposal of the recommended bidder - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
Draft Contract Agreement or Purchase Order - Scanned or Photocopy		Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office (RPMO) submits a	1. NPMO Staff receives the request for printing and directives of the DNPM.	None	15 Minutes	<i>Administrative Assistant II or Admin on Records</i>

request for a Procurement No Objection Letter to the National Program Management Office (NPMO).				
2. RPMO waits for the review, preparation, and approval of the Procurement NOL.	2.1 The DNPM reviews the document to identify what cluster is responsible for the request that will provide the response and actions needed to be routed by the Admin. Asst. II.	None	10 minutes	<i>Deputy National Program Manager and Administrative Assistant II</i>
	2.2 Encoding of the necessary information on the NOL request in the Procurement NOL tracking database.	None	10 Minutes	<i>Project Development Officer IV – Community Procurement Officer</i>
	2.3 Documents are reviewed as to completeness, correctness, consistency, and compliance to the procurement guidelines.	None	2 Hours	<i>Project Development Officer IV – Community Procurement Officer</i>
	2.4a If the request is compliant and with complete requirements, the PDO IV will prepare the Procurement NOL for approval, affix his/her initials, and forward it to the Admin Assistant for routing.	None	15 minutes	<i>Project Development Officer IV – Community Procurement Officer</i>
	2.4b If the request is non-compliant and/or incomplete requirements the PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Procurement NOL, affix his/her initials, and forward it to the Admin Assistant for routing.			<i>Project Development Officer IV – Community Procurement Officer</i>
	2.5 Routing of the response to the request for Procurement NOL to DNPM for review	None	15 Minutes	<i>Administrative Assistant II</i>
	2.6 Review for Initial Approval / Disapproval of Procurement NOL	None	15 Minutes	<i>Deputy National Program Manager</i>

	2.7 Routing of the NOL to NPM Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.8 Review for Approval/ Disapproval and Signature of the Procurement NOL.	None	2 Hours	<i>National Program Manager and Administrative Assistant II</i>
3. The requesting RPMO receives the Issuance of Procurement No Objection Letter (NOL).	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Procurement NOL to the RPMO	None	15 minutes	<i>Administrative Assistant II and KALAH!- CIDSS Records</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	5 minutes	<i>KALAH!- CIDSS Records</i>
TOTAL			5 hours and 55 minutes	

2. Request for Technical Approval for KC-NCDDP

Technical Review of the proposed sub-projects with a grant amount of 2 million and above to ensure compliance of requirements of the Community-Based Infrastructure Manual.

Office or Division:	KC-NCDDP Engineering, CD, and Procurement
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Barangay Development Council - Technical Working Group (BDC - TWG) through the Regional Program Management Office (RPMO)
CHECKLIST OF REQUIREMENTS	
Program of Work (POW) including detailed estimates, bill of quantities/materials, work schedules in Gantt chart of Program Evaluation Review Technique (PERT) Critical Path Method (CPM) - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team Office
Technical plans and specifications - Scanned or Photocopy	Municipal Engineer's Office and/or Regional Program Management Office / Area Coordinating Team
Applicable social and environmental safeguards clearance - Scanned or Photocopy	Department of Environment and Natural Resources
Community Procurement Plan - Scanned or Photocopy	Barangay Local Government Unit / Barangay Sub-Project Management Committee and/or Area Coordinating Team

Market and economic study (for enterprise development sub-projects) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
Operation and Management Plan clearly stating the O&M arrangements; appropriate organization, policy/by-laws, guidelines and user's fee (for Enterprise Development SPs) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office submits a request for a Technical No Objection Letter to the National Program Management Office.	1. NPMO Staff receives the request for printing and the directives of the DNPM.	None	15 Minutes	<i>Administrative Assistant II or Admin on Records</i>
2. RPMO waits for the review, preparation, and approval of the Technical NOL.	2.1 The DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed to be routed by the Admin Assistant II.	None	30 minutes	<i>Deputy National Program Manager and Administrative Assistant II</i>
	2.2 Procurement Unit reviews the Community Procurement Plan as to its correctness and consistency with the POW, and proper contract packaging.	None	2 hours	<i>Project Development Officer IV – Procurement</i>
	2.3a If the request is compliant and with complete requirements, the MATA Team will prepare the Technical NOL for approval, affix his/her initials and forward it to the Admin Assistant II for routing to the DNPM.	None	2 hours	<i>Project Development Officer IV – Eng'g, CD, and Procurement</i>
	2.3b If the request is non-compliant and/or incomplete requirements the MATA Team will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Technical NOL, affix his/her initials, and forward it to the Admin Assistant for routing.			<i>Project Development Officer IV – Eng'g, CD, and Procurement</i>

	2.4 Routing of the response to the request for NOL to DNPM for review	None	15 Minutes	<i>Administrative Assistant II</i>
	2.5 Review for Initial Approval / Disapproval of Technical NOL 2.5a. For approved proceed to item 2.6 2.5b. For a disapproved return to item 2.2	None	15 minutes	<i>Deputy National Program Manager</i>
	2.6 Routing of the Technical NOL to NPM Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.7 Review for Approval/ Disapproval and Signature of the Technical NOL. 2.7a. For approved proceed to item 2.7 2.7b. For a disapproved return to item 2.2	None	15 minutes	<i>National Program Manager and Administrative Assistant II</i>
3. The Requesting RPMO receives the Issuance of Technical NOL.	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Technical NOL to the RPMO	None	15 Minutes	<i>Administrative Assistant II and Kalahi Records</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	5 minutes	<i>KALAHI-CIDSS Records</i>
TOTAL		None	6 hours and 5 minutes	

3. Concurrence of LGU Engagement

Municipal local government units must undergo the KC-NCDDP enrollment process that aims to brief the local government units about responsibilities in KC-NCDDP and provide them with opportunities for comments and inputs. As such, the enrollment process will include mapping out the various roles, responsibilities, and contributions that DSWD will expect from the local government units. Through the enrollment process, the local government unit's commitments for KC-NCDDP are better clarified at the early stage, and risks of the local government unit's failure to deliver said commitments can be anticipated and managed by DSWD.

Office or Division:	CD Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Targeted Communities of the Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from Regional Director		DSWD Regional Office		
2. Letter of Intent from the Local Chief Executive to participate in KC-NCDDP & SB implementation and SB Resolution to Engage in the Program - Scanned or Photocopy		Municipal Local Government Unit		
3. Municipal Local Government Unit Enrollment Form - Scanned or Photocopy		Area Coordinating Team / Municipal Local Government Unit		
4. Local Government Unit -Led Implementation Eligibility Checklist - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
5. Local Government Unit Capacity Assessment Result - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
6. Potential Problem Analysis (PPA) - Scanned or Photocopy		Regional Program Management Office / Area Coordinating Team		
7. Municipal Program Implementation Proposal (MPIP - if LGU Led) and/or CEAC work plan (if regular CEAC) (if rating in the Local Government Unit Capacity Assessment Result falls under Moderately Strong or Strong) - Scanned or Photocopy		Municipal Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional Program Management Office (RPMO) submits a request for Concurrence of LGU Engagement to the National Program Management Office (NPMO)	1. NPMO Staff receives the request for printing and directives of the DNPM.	None	15 Minutes	<i>Administrative Assistant II or Admin. on KALAHI-CIDSS Records</i>
2. RPMO waits for the review, preparation, and approval of the Concurrence of LGU Engagement	2.1 The DNPM reviews the document to identify which cluster is responsible for the request that will provide the response and actions needed	None	4 hours	<i>Deputy National Program Manager and</i>

	and to be routed by the Admin. Asst. II.			<i>Administrative Assistant II</i>
	2.2 Division Head Review and provide instruction to assigned PDO IV - CD to validate and assess the completeness of requirements and for the drafting of concurrence/acknowledgment.	None	4 Hours	<i>Project Development Officer V – CD</i>
	2.3 Review the content and completeness of documents and all the documentary requirements for the Concurrence of LGU Engagement	None	2 Days	<i>Project Development Officer IV – CD</i>
	2.4a If the request is compliant with the requirements, the PDO IV will prepare and draft the letter of concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head.	None	2 Hours	<i>Project Development Officer IV – CD</i>
	2.4b If the request is non-compliant with the requirements, the PDO IV will prepare a response letter incorporating the findings of the review and request for compliance on the findings and/or missing documentary requirements for the issuance of Concurrence, affix his/her initials, and forward it to the Admin Assistant for routing and approval of the Division Head.			
	2.5 Routing of the response to the request for Concurrence to DNPM for review	None	15 Minutes	<i>Administrative Assistant II</i>
	2.6 Review for Initial Approval/ Disapproval of the Concurrence	None	2 Hours	<i>Deputy National Program Manager</i>

	2.6.a. for approved proceed to 2.6			<i>Administrative Assistant II</i>
	2.6.b. for disapproved return to item 2.2			
	2.7 Routing of the request for Concurrence to NPM for Approval / Disapproval and Signature.	None	15 Minutes	<i>Administrative Assistant II</i>
	2.8 Review for Approval/ Disapproval and Signature of the Concurrence.	None	2 hours	<i>National Program Manager</i>
	2.8.a. approved can proceed to item 3 2.8.b. disapproved return to item 2.2			
3. The requesting RPMO receives the issuance of Concurrence of LGU Engagement.	3. The Administrative Assistant routes the final response to Kalahi Records and issues the Concurrence of LGU Engagement to the RPMO.	None	30 Minutes	<i>Administrative Assistant II and KALAHICIDSS Records.</i>
	4. Request the Field office to fill up and accomplish the Client Satisfaction Measurement Survey Form	None	5 Minutes	<i>KALAHICIDSS Records.</i>
TOTAL		None	3 Days, 7 Hours and 20 Minutes	

LEGAL SERVICE (LS)

NON-FRONTLINE SERVICES

1. Issuance of Online Certificate of No Pending Administrative Cases Certificate of No Pending Administrative Cases (CENOPAC)

This process covers online requests for CENOPAC filed by the DSWD Central Office personnel who has (a) an active HRMIS account and (b) updated employment status.

Office or Division:	Legal Management Division (LMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who Can Use the Service:	DSWD Central Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for CENOPAC through HRMIS Access Account 2. Answered Client Feedback Form			DSWD Central Office	
CLIENT'S STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Legal Assistant (LA) receives requests for CENOPAC through Legal Case portal. 1.1. The Legal Assistant (LA) must log-in to The legalcaseportal.dswd.gov.ph to check the request.	None	10 minutes	Legal Assistant
	1. LA checks the name of the requestor against the Legal Case Portal (LCP) database to determine whether or not the requestor has a pending administrative case. 1.1. If the requestor has no pending administrative case, LA clicks the APPROVE button and if the requesting employee has a pending administrative case, LA clicks the DISAPPROVED button.	None	35 minutes	Legal Assistant

	<p>1.1.1. If disapproved, the requestor will receive an email notification of the disapproval with an instruction to coordinate with the Legal Service for the specific details.</p> <p>1.1.2. If approved, LA clicks the ISSUANCE button and enters the date of the start period of processing. The requestor will then receive an email notification that his/her request is being PROCESSED.</p>			
	<p>2. For printing CENOPAC requests, LA clicks the PRINT CENOPAC button.</p> <p>2.1. LA prints out two original certifications. LA shall forward the printed certifications to the LS Director for signature</p>	None	10 minutes	Legal Assistant
	<p>3. The LS Director shall sign the certification. In case of absence or unavailability of the LS Director, the Office in-Charge (OIC), based on the Order of Succession, shall be the signatory.</p> <p>LS Director will give the signed certification to LA for Release.</p>	None	10 hours	LS Director
	<p>4. LA shall give the approved and signed certifications to the Administrative Aide (AA) for release.</p> <p>4.1. LA shall update the status of the request CENOPAC, then forward to AA.</p>	None	15 minutes	Legal Assistant & Administrative Aide

	<p>4.2. The AA shall release the approved and signed CENOPAC to the requestor or his/her authorized representative.</p> <p>4.3. AA shall give a copy or link of the Customer Feedback Form to the requestor.</p>			
	<p>5. The LA shall click the CLAIM button in the Legal Case Portal to update the status and to appear therein that the CENOPAC has been claimed. Upon clicking the CLAIM button, a Confirmation window will pop up and LA shall enter the following information: date claimed, time claimed and claimed by.</p> <p>5.1. For analysis and preparation of the report. Generate the CENOPAC from Legal Case Portal.</p>	None	15 minutes	Legal Assistant
Total Processing Time:			11 hours and 15 minutes	

**NATIONAL HOUSEHOLD TARGETTING
OFFICE
(NHTO)**

NON-FRONTLINE SERVICES

1. Data Sharing with DSWD OBSUs - Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating reasons for name-matching) 2.Electronic copy of the names to be matched.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward request for approval to the NHTO Director/ NHTS PPD Chief.	None	5 minutes	<i>Administrative Assistant</i>
	2. Review, input comments and decide if the request is for processing or not then endorse to the Information Technology Officer.	None	4 hours	<i>NHTO Director/ NHTS PPD Chief</i>

	3. Review and facilitate the request <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head *Note: For NHTS- If Approved, the request will be processed.	None	10 minutes	Information Technology Officer
	4. Assess if the attached electronic copy of names is in accordance with the template required. <ul style="list-style-type: none"> • If not in accordance with the required template - Inform the requesting party for revision. • If in accordance – Inform the Administrative Assistant of the schedule of release of the results. 	None	1 hour	Information Technology Officer
	5. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (for 300,000 names)	Information Technology Officer
	6. Review the result of the name matching.	None	3 days	NHTO QMS/ NHTS Information Technology Officer
	7. Secure the data by adding password protection to the file.	None	2 days	Information Technology Officer

		<p>7.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).</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 <p>7.2. Counter sign in the DRF</p> <p>7.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			<p><i>NHTO DPS Head and QMS Head/ NHTS Head/ PDO</i></p> <p><i>NHTO IT Division Chief/ NHTS PDO</i></p>
		8. Sign the memorandum/ endorsement letter.	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
		9. Track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
10.Call Office	NHTO	10. Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None		<i>Information Technology Officer</i>
Total: <i>*with possible extension on the actual data processing depending on the volume of data and names required</i>			None	26 days, 1 hour, 20 minutes	

2. 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 Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating purpose and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward for approval to the NHTO Director/ NHTS PPD Chief.	None	5 minutes	<i>Administrative Assistant</i>
	2. Review, input comment and decide if the request is for processing or not. The request is forwarded to the Information Technology Officer.	None	4 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	3. Review and facilitated the request <ul style="list-style-type: none"> If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process. If Approved - Endorse to the NHTO IT DPS Section Head 	None	10 minutes	<i>Information Technology Officer</i>

	*Note: For NHTS- If Approved, the request will be processed.			
	4. Process the request.	None	3 days	Information Technology Officer
	5.Review result of data generation.	None	3 days	NHTO QMS/ NHTS Information Technology Officer
	6. Secure the data by adding password protection to the file. 6.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD). • 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 6.2. Counter sign in the DRF	None	1 day	Information Technology Officer NHTO DPS Head and QMS Head/ NHTS Head/ PDO
	7. Finalize the memo, attach with the DRF and secured data (CD), then forward it to the Administrative Section.	None	4 hours	NHTO IT Division Chief/ NHTS PDO
	8.The Director will sign the memorandum.	None	4 hours	NHTO Director/ NHTS Regional Director
	9.The Administrative Section will track and scan the document before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant
10.Call Office	NHTO 10.Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Information Technology Officer

Total:	None	8 days, 4 hours, 20 minutes	
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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:	NHTO – Operations Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request of statistical data/ raw data generated from <i>Listahanan</i> (specify purpose and data requested).	1. Receive and record the request in the transaction/ tracking system. 1.1. Forward request to the Office of the NHTO Director/ NHTS PPD Chief.	None	10 minutes	<i>Administrative Assistant</i>
	2.Review, input comments and approval in the request based on MC 12, s.2017 then endorse to the NHTO Statistics Section/ NHTS Regional Field Coordinator.	None	5 hours	NHTO Director/ NHTS PPD Chief
	3. Review the request if:	None	5 hours	<i>NHTO Head Statistician/ NHTS</i>

	<p>a. <i>Not clear</i> – In case of vague data request- coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>			<i>Regional Field Coordinator</i>
	<p>4.Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p> <p>4.1 Draft reply letter/ memorandum</p> <p>4.2 Submit the generated data and reply letter to the NHTO Head Statisticians/ NHTS RFC</p>	None	1 day	<i>Associate Statisticians</i>
	<p>5. Countercheck the generated statistical/ raw data if:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated data statistical/ raw to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>	None	5 hours	<i>NHTO Head Statistician/ NHTS RFC</i>
	6. Review the facilitated data, countersign reply letter/ memorandum and endorse to	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>

	the Director for approval and release.			
	7. Review further the facilitated data request. If the generated statistics/ raw data is: a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions. b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>
8.Receive the data requested	8. Track and facilitate the release of the <i>approved</i> data request to the requesting party. <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines 	None	10 minutes	<i>Administrative Assistant</i> <i>Associate Statisticians</i>
Total:		None	4 days, 1 hour, 20 minutes	

Certification for Whatever legal purposes it may serve, to wit:

- For Fidelity Bind;
- For Scholar Application;
- For Loan Application;
- For Employment Application; and
- Others

PANTAWID PAMILYA PILIPINO PROGRAM (4PS)

NON-FRONTLINE SERVICES

1. Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity

This section describes approval process for the Request for the Declaration of FM/state calamity , which is accordance with approved 4Ps IRR stipulated in Rule VIII, Section 15 which states " Any of all the conditions for entitlement may be suspended by the DSWD Secretary during times of calamity, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD guidelines, In such cases , full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full."

Office or Division:	Pantawid Pamilyang Pilipino Program - National Program Management Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DSWD Regional Offices			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> 1 Formal request signed by the DSWD Regional Director to invoke Rule VIII, Section 15 of Pantawid Pamilyang Pilipino Program IRR. Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions 		<ul style="list-style-type: none"> Requesting Region where fortuitous events occurred Concerned agencies 		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit official requests specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies.	1. Assess and validate the request for the approval of the declaration of the Force Majeure and endorse the results of assessment and recommendations to the Office of the Deputy National Program Manager for Operations.	None	3 days	4Ps NPMO – Compliance Verification Division (CVD)/ Division Chief
None	2. Review the endorsed assessment results and recommendations that	None	2 days	4Ps NPMO – Office of the Deputy Program

	provide initials and forward to the Office of the National Program Manager			Manager for Operations/ Deputy Program Manager for Operations
None	3. Review the endorsed assessment results and recommendations, provide signatures then forward to the concerned office/s.	None	2 days	4Ps NPMO – Office of the National Program Manager/ National Program Manager
Total:		None	7 days	

PROGRAM MANAGEMENT PROGRAM (PMB)

NON-FRONTLINE SERVICES

1. Securing Travel Clearance Blue Cards

A booklet of blank travel clearance forms with serial numbers as its security mechanism where its distribution is controlled by the Program Management Bureau for issuance to the DSWD Field Offices

Office or Division:		Sectoral Programs Division		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Filipino Minors Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request for MTA Blue Cards signed by the Regional Director		DSWD Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sending of Official Request of the Field Offices for MTA Blue Cards	1.1 Tracking and Data banking of Request	None	5 minutes	Administrative Staff (Incoming)
	1.2 Provision of Serial Numbers of the Blue Cards requested		5 minutes	Assigned Admin Staff
	1.3 Social Worker Drafts the Transmittal letter to FOs <ul style="list-style-type: none"> • Recommends for the approval or disapproval of the application to the Signing Authority. 		10 minutes	Technical staff/MTA Focal Person
	1.4 Review and Approval of the Request a. If Approved: Issuance and packaging of Requested Blue Cards		5 Minutes 10 Minutes	Bureau Director Admin staff

	b. Endorsement to Records Management Unit for the Transporting/Sending to requesting FO.		10 Minutes	Outgoing Clerk/Admin Staff
TOTAL		NONE	45 MINUTES	

2. Enhancement of Policy Development for Program Management Bureau's Programs and Services:

Provision of Technical Assistance of Program Management Bureau to Field Offices

Office or Division:		Program Management Bureau		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Government		
Who may avail:		Focal Person, Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NOT APPLICABLE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct of Policy Review or Enhancement	1.1 The emerging issues/concerns are kept unsolved as a product of a Program Implementation Review (PIR) or a periodic review of the policy or the policy is already 3 years old, Focal Person conducts policy development or enhancement.	None	1 day	PMB Focal Person
2. Gathers relevant documentation	2.1 Focal Person conducts pilot implementation guidelines.	None	1 week	PMB Focal Person
3. Drafts the Policy / Guidelines	3.1 Focal Person gathers all relevant documents and guidelines as reference for	None	3 days	PMB Focal Person

4. Conducts review of the drafted policy / guidelines	the drafting of the policy / guidelines. 4.1 Drafts the policy / guidelines.	None	2 days	PMB Person Focal and Immediate Supervisor
5. With comments?	5.1 Endorses the draft policy / guidelines to the immediate supervisor and Field Offices for comments and inputs. If yes: <ul style="list-style-type: none"> Consolidates the comments and inputs received. Enhances the draft policy / guidelines based on the comments / inputs received Endorses the draft policy / guidelines to the immediate supervisor and Field Offices for final vetting of comments and inputs. If none, proceed to next step	None	2 days 2 days 2 days 1 day	PMB Person Focal
6. Senior staff/circle of Specialists Review the Drafted Policy/Guidelines	6.1 PMB Senior Staff / Circle of Specialists review the draft policy / guidelines	None	2 days	PMB Senior Staff / Circle of Specialists
7. Endorse the policy / guidelines for final review	7.1 Prepares the transmittal memo of the enhanced version of the policy / guidelines to the MANCOM and EXECOM Secretariat. 7.1.2 Bureau Director approves transmittal memo	None None	2 weeks	PMB Focal Person for CNSP Bureau Director

<p>8. Discusses the draft policy / guidelines</p> <p>8.1.a with comments?</p> <p>9. Submit the draft policy / guidelines to EXECOM for approval</p> <p>10. Endorse the approved policy / guidelines to records</p>	<p>to the MANCOM and EXECOM Secretariat.</p> <p>7.1.3 Endorses the draft policy / guideline from the proponent OBSU to the MANCOM and EXECOM members for comments / inputs.</p>	None		MANCOM and EXECOM Secretariat
	<p>7.1.4 Includes in the agenda during meetings of the MANCOM and EXECOM members the draft policy / guideline for further discussion.</p>	None	2 days	MANCOM and EXECOM
	<p>8. Discusses the draft policy / guideline with the proponent OBSU.</p>	None	2 weeks	PMB Focal Person
	<p>If yes:</p> <ul style="list-style-type: none"> Finalizes the policy / guidelines based on the comments of the MANCOM and EXECOM members. <p>If none, proceed to next step</p>	None		
	<p>9.1 Approves the policy / guideline.</p>	None	1 day	Secretary
	<p>10.1 Endorses the approved policy / guidelines to the Records Unit for numbering</p>	None	1 day	Outgoing Administrative Staff
	<p>10.1.a Provides the numbered policy / guidelines to the focal person and in the</p>	None	1 day	Outgoing Administrative Staff

11. Disseminate the approved policy / guidelines to the Field Offices and OBS	central file for the Bureau's copy and reference. 11. Disseminated the numbered policy / guidelines to the Field Offices.	None	1 day	DSWD CO Records Officer
12. Monitoring and evaluation of the policy is followed or complied by the FOs	12. Focal Person conducts monitoring of the policy if followed or complied by the FOs.	None	2 years	PMB Focal Person
TOTAL		NONE	2 years and 46 days including monitoring and evaluation of Policy	

3. Provision of Technical Assistance of Program Management Bureau to Field Offices

Office or Division:		Program Management Bureau		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Government		
Who may avail:		Focal Person, Field Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Technical Assistance signed by the Regional Director		DSWD-PMB/Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Situational Analysis Phase				
1. Review of reports or receipt of request and conduct of needs assessment	1. The program focal person reviews the relevant reports and/or request from FO for technical assistance (TA). The TA may emanate from: a. assessment reports during the program implementation reviews (PIR), other relevant reports and/or	None	5 working days	Program Focal Person

	<p>b. Receipt of request from FO</p> <p>1.1. The program focal person will identify the specific gaps, problems or issues and concerns on program work areas. Program reports and other relevant documents such as guidelines, previous confirmation report/s to technical assistance, and other pertinent documents will be used as a reference.</p> <p>1.2 The following are the program work areas that may be considered:</p> <p>a. Administration and organization;</p> <p>b. Program management; and</p> <p>c. Institutional mechanism</p> <p>d. other work areas that may be deemed necessary can also be added.</p>				
TOTAL		NONE	5 Working Days		
<i>B. Planning Phase</i>					
3. Preparation of Technical Assistance Plan	<p>2. The focal person drafts the technical assistance plan. The plan may include interventions to the following areas:</p> <p>2.1 Policy and plans formulation Formulation of regional program guidelines interpretation Preparation of regional work and financial plan Accomplishment reports/reportorial requirements</p>	None	10 working days	Program Person	Focal

	<p>2.2 Standards development promotion and compliance Application of standards in DSWD Centers/ Institutions and Retained Community-Based Services</p> <p>2.3. Social Protection and capacity building Case management system</p> <p>Networking Interpretation of policies/ guidelines</p> <p>2.4 The technical assistance plan should identify the expected recipient based on the following levels:</p> <p>Technical level, if the program concern is on the execution of program components, provisions in the guidelines, accomplishments, and deviation in the standards set for the program. The TA session will be given by the PMB Program focal person to FO program focal person. Supervisory level if the program concern is on varying interpretation of program policy/ies, deviation in the program design and</p>			
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	<p>policies, low accomplishments and other matters that is/are not resolved at the technical level. The TA session will be given by the PMB Division Chief to the FO Division Chief or Unit/Section Head. The program focal persons may be invited.</p> <p>Managerial level if the program concern requires action and decision of the PMB Director and FO Regional Director. These matters are the unresolved gaps that were previously provided with technical assistance at the technical and supervisory levels. The TA session will be given by the PMB Assistant Bureau Director and/or Bureau Director to the FO Assistant Regional Director for Operations and/or Regional Director. The Division Chiefs, Unit/Section Heads, and program focal persons may also be invited.</p> <p>2.5 TA session/s shall be in the following forms of capability building activities: Orientation Demonstration session</p>			
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	<p>Consultation or sharing session Coaching Mentoring</p> <p>2.6. TA modalities shall be in the following platforms:</p> <p>Virtual/online (the focal person shall create the virtual meeting link) Face-to-face (if the technical assistance requires travel by air, the Air Transport Reservation Officer shall be coordinated for the airline ticket concerns; if the technical assistance requires by land travel, the procedures for the request of vehicle shall be followed. If there is no vehicle available, the reimbursement for land travel's procedure shall be followed) Mixed modalities (virtual TA followed by an onsite visit, whenever necessary and applicable)</p> <p>3. Review and vetting of the Unit Head and Division Chief</p> <p>3.1 If yes, the focal person consolidates the comments and/or inputs received</p> <p>1. 3.2 Enhances the technical assistance plan</p>			
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4. Review and vetting	4.1 Review and vetting of the Unit Head and Division Chief	None	3 working days	Unit Head and Division Chief
4.1 With comments?	4.1 If no, incorporate the comments and/or inputs received and enhances the document/s		1 working day	Program Focal Person
	4.2 Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.		Within the day	Program Focal Person, Unit Head and Division Chief
	4.3 Administrative staff endorses the document to the Office of the Bureau Director		Within the day	Administrative Staff
5. Approval of the TA Plan	5. Approval of the TA plan	None	3 working days	Assistant Bureau Director and Bureau Director
			Within the day	Administrative Staff
TOTAL		NONE	17 Days	
C. Actual Provision of Technical Assistance Phase				
C.1 Preparatory Activities				
1. Review of the Technical Assistance Plan	1. Based on the technical assistance plan, the focal person shall identify the most appropriate technical assistance intervention according to area of concern, levels, capability building activity, and platform.	None	1 working day	Program Focal Person
2. Coordination with Field Office	2. The focal person will coordinate with its counterpart in the Field Office to initially inform and agree on the schedule and platform. The focal Person drafts the communication and technical assistance design.	None	3 working days	Program Focal Person

3. Review and vetting to the Unit Head and Division Chief	3. Review and vetting of the Unit Head and Division Chief.	None	3 working days	Unit Head and Division Chief
	a. Focal Person consolidates the comments and/or inputs received.		1 working day	Program Focal Person
	b. Focal person enhances the document/s and return to Unit Head and DC		1 working day	Program Focal Person
	4. Review and approval of the Assistant Bureau Director and/or Bureau Director.		2 working days	Assistant Bureau Director and Bureau Director
4. Review and vetting to the Assistant Bureau Director and/or Bureau Director	a. If not approved, the focal Person will revise the document/s based on inputs.	None	1 working day	Program Focal Person
	b. Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.		Within the day	Unit head and Division Chief
	c. Return to the ABD and/or BD for approval.		10 minutes	Administrative Staff
5. Sending of approved documents	5. The focal person sends out an electronic copy to its counterpart in the region. The originally signed copy will be routed to the document outgoing administrative officer of the Bureau for sending to the Field Office through AS-RAMD.	None	30 minutes	Program Focal Person and administrative staff
TOTAL		NONE	8Days, 4hours and 50 minutes	

C.2 Conduct of Technical Assistance					
1. Courtesy Call	1. A courtesy call to the Regional Director or its authorized representative shall be made by introducing the TA provider and presentation of the TA activities, and its purpose.	None	1 hour	Program Person	Focal
2 Actual conduct of Technical Assistance	2. Conduct of actual TA. The TA shall be in accordance with the approved TA documents.	None	3 days	Program Person	Focal
3. Exit conference	3. An exit conference shall be held for the TA provided. Significant findings/ observations and recommendations shall be discussed; and the agreements reached shall be recorded.	None	4 hours	Program Person	Focal
4. Feed backing	4. A satisfaction survey shall be given to TA recipient/s. The survey form may be given through electronic mail or in print. The said forms shall be returned for processing and consolidation	None	30 minutes	Program Person and TA Recipient	Focal
TOTAL		NONE	3 Days, 5 hours and 30 minutes		
D. Post-TA Phase					
1. Preparation of Confirmation Report	1. A confirmation report shall be prepared by the staff concerned on the TA activities conducted, capturing the findings/observations, recommendations and agreements reached.	None	3 working days after the conduct of TA	Program Person	Focal
2. Review and vetting	2. Review and vetting of the Unit Head and Division Chief 2.1 Focal Person consolidates the comments and/or inputs received.	None	2 working days 1 working day	Unit Head and Division Chief Program Person	 Focal
	2.2 Focal person enhances the document/s and return to Unit Head and DC.		Within the same day	Program Person	Focal

3. Review and vetting to the Assistant Bureau Director and/or Bureau Director	3. Review and approval of the Assistant Bureau Director and/or Bureau Director.	None	2 working days	Assistant Bureau Director and/or Bureau Director
	3.1 Focal Person revise the document/s based on inputs.		1 working day	Program Focal Person
	3.2 Focal Person endorses the revised document/s to Unit Head and Division Chief for initial approval.		Within the same day	Unit Head and Division Chief
	3.3 Return to the ABD and/or BD for approval.		10 minutes	Administrative Staff
4. Return of Approved documents	Administrative staff returns the approved document to the concerned Division	None	10 minutes	Administrative Staff
5. Sending of approved documents	The focal person sends out an electronic copy to its counterpart in the region. The originally signed copy will be routed to the document outgoing administrative officer of the Bureau for sending to the Field Office through AS-RAMD.	None	30 minutes	Program Focal Person and administrative staff
6. Monitoring and Evaluation	The focal persons monitors the agreements reached during the TA session.	None	Within the agreed timelines	Program Focal Person
TOTAL		NONE	15 working days and 50 minutes	

PROCUREMENT MANAGEMENT SERVICE (PMS)

NON-FRONTLINE SERVICES

1. Competitive Bidding / Public Bidding

Procurement of Goods, Non-consulting and Consulting Services and contracting of Infrastructure Projects based on the requirement needed by the agency to be procured using Competitive Bidding as the primary mode of government procurement under Republic Act 9184 or the Government Procurement Reform Act (GPRA).

Office or Division:	Procurement Management Service (PMS)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
All PR must be submitted in three (3) copies signed by the Head of the OBS and approved by the Authorized Representative of the Head of the Procuring Entity (HOPE), indicating complete technical specifications / terms of reference of the item/services requested, and with a certified true copy of approved PPMP and Project Proposal / Terms of Reference, if necessary.		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office
Mandatory Services: 1. Security and Janitorial Services: 1.1. Terms of Reference (TOR)		Must be attached to the Purchase Request
Vehicle: 1. Authority to Purchase Motor Vehicle, 2. SARO and NCA, 3. Technical Assistance on the specifications of the vehicle 4. Result of Market Research/Scanning; 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>);		DBM DBM AS-GSD OBS
Infrastructure Projects - Construction of Building: 1. Program of Works and other necessary documents;		BGMD
I.T. Equipment and Software: 1. ISSP 2. SARO and NCA, 3. Technical Assistance on the specifications of the items / TOR 4. Market Research/Scanning; and 5. Breakdown of the Approved Budget for the Contract (<i>Pursuant to COA Checklist Circular No. 2012-001</i>)		DICT DBM ICTMS OBS

[illegible]

	Prepares the endorsement memorandum to BAC for signature of PPMD Chief and sends the electronic copy to the BAC Secretariat e-mail. Forwards to PPMD-RU to update PMR and endorse to BAC Secretariat			
Attendance to the Pre-procurement Conference	<p>Conduct of Pre-Procurement Conference The BAC shall conduct Pre-procurement conference for projects costing 2 million & up for goods and services; PHP 1,000,000.00 and above for consulting services; PHP5,000,000.00 and above for infrastructure projects to determine the readiness of the project for procurement process.</p> <p>1.1. Check the completeness of the document being endorsed.</p> <p>1.2. Review the PR and its supporting documents (correctness).</p> <p>1.3. Review the Bidding Document (BD). Ensure that the requirement indicated in the PR and its supporting documents are consistent with what is written in the BD.</p> <p>1.4. Prepare the necessary documents for the conduct of pre-procurement conference.</p> <p>1.5. Prepare the Notice for the conduct of Pre-Procurement Conference (to be signed by the BAC Chairperson) and invite the following: BAC Members including the Provisional Member; Representative from the end-user; PMS OIC-Director; Procurement Officer-in-Charge (from PPMD and CMD); and Head of Requesting Office (HOBS).</p> <p>1.6. Actual conduct of Pre-Procurement conference. BAC Secretariat moderates the conduct of the Pre-Procurement Conference, documents and prepares the Minutes of the Meeting, and facilitate the routing for signature of all the parties concerned.</p>	None	Within two (2) working days	<i>PMS - BAC Secretariat</i>

Prospective bidder/supplier, contractor/ consultant and service provider may check all DSWD procurement opportunities at PhilGEPS, DSWD Website and DSWD Bulletin Board (conspicuous place)	Posting of Procurement Opportunities 1.1 Update the content of the BD based on the agreements during the Pre-Procurement Conference 1.2 Input the dates of procurement activities such as: Conduct of Pre-Bid Conference and Opening of Bids, Cost of the BD and where to secure said document, and the exact time and venue of all the BAC Activities indicated in the Invitation to Bid (ITB) which is part of the BD. 1.3 Forward the ITB to the BAC Chairperson for his/her signature. 1.4 Scan the signed ITB. 1.5 Post the soft copy of the BD including the signed ITB to PhilGEPS and DSWD website. While a certified copy of the ITB will be posted at DSWD designated BAC Bulletin Board (conspicuous place). 1.6 Issuance of posted soft copy of ITB / Bidding documents to PPMD Procurement Officer to invite prospective Suppliers / Service Providers.	None	Eight (8) calendar days	<i>PMS BAC Secretariat</i>
Bring a copy of the ITB to the Accounting Division at 2 nd floor of Matapat Building for the Issuance of Order of Payment; then proceed to Cash Division (located in same floor near Accounting Division) to present the Order of Payment which is a requirement prior to payment of the cost of bidding document; after receipt of the Official Receipt, will proceed to the Procurement	Sale of Bidding Document Check the Official Receipt (OR) issued by the DSWD - Cash Division to the prospective bidder/supplier, contractor/ consultant/service provider for the sale of the bidding documents and ensure that the amount in the receipt is the appropriate cost of the BD.	Cost of bidding document depends on the Approved Budget for the Contract (ABC) of the procurement at hand.	Within the posting period indicated above	<i>PMS – BAC Secretariat</i>

Management Service, Ground floor, Matapat Building to claim the paid Bidding Document.				
	Sending of Invitation to Observers a. Prepare the Notice of BAC Activities and send to observers five (5) calendar days before the actual activity to be signed by BAC Chairperson. b. Forward the Notice to the BAC Chairperson for his/her signature. c. Send thru electronic mail (email) an advance copy of the Notice to the Observers. d. Prepare Records Transmittal Sheet for the Records and Archives Management Division (RAMD)	None	One (1) working day	<i>PMS – BAC Secretariat</i>
Review the Bidding Documents which can be downloaded from the PhilGEPS or DSWD Website for free; Attendance to the Pre-Bid Conference to raise questions/clarifications which they would like to be considered and be documented through issuance of Supplemental Bulletin. Pre-Bid Conference will be conducted to give chance for the suppliers to clarify the terms of reference and propose amendments.	Conduct of Pre-Bid Conference Actual conduct of Pre-Bid Conference. BAC Secretariat moderates the conduct of the Pre-Bid Conference. Pre-Bid Conference may be done thru Video Conferencing. <i>Note: All clarifications issues and concerns raised will be responded by the BAC (BAC Secretariat) through a Supplemental/Bid Bulletin to be disseminated to all prospective bidder/supplier, contractor/ consultant, service provider who purchased the BD.</i>	None	One (1) working day (must be 12 calendar days before the deadline of submission and receipt of bids)	<i>PMS – BAC Secretariat</i>

Pre-Bid Conference may not be conducted if the Approved Budget for the Project (ABC) is below PHP 1,000,000.00.				
Secure a copy of the posted Supplemental Bid Bulletin which shall be included in the submission of Bid Proposal	Posting of Supplemental Bid Bulletin All clarifications and amendments made during the Pre-Bid Conference must be contained in a Supplemental Bid which must be posted on PhilGEPS website at least seven (7) days before the opening of bids	None	At least seven (7) calendar days before the deadline of submission and receipt of bids	<i>PMS – BAC Secretariat</i>
Submit Bid Proposal not later than the set deadline of submission to the venue indicated in the ITB or Supplemental Bid Bulletin; May attend the conduct of the Opening of Bids	Conduct of the Opening of Bids On the day of the Bid Opening/ Eligibility Screening, the BAC members will evaluate the submitted bid documents based on the pass/fail criteria. Only the financial bid of bidders who passed the Eligibility Screening will be opened. The Result of the Eligibility Screening shall be recorded in the Abstract of Bids and signed by the BAC.	None	One (1) working day	<i>PMS – BAC Secretariat</i>
	Conduct of Bid Evaluation The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all bidders shall be required to include the cost of all taxes, such as, but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.	None	Seven (7) calendar days	<i>PMS – BAC Secretariat</i>
		None		

	Creation of Technical Working Group (TWG), if necessary		One (1) calendar day	<i>PMS – BAC Secretariat</i>
	<p>Conduct of Post Qualification</p> <p>The Lowest Calculated Bid (LCB) / Highest Rated Bid (HRB) shall undergo post-qualification in order to determine whether the bidder concerned complies with and is responsive to all the requirements and conditions as specified in the Bidding Documents. The post-qualification shall verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB / HRB, using non-discretionary criteria, as stated in the Bidding Documents.</p>	None	Twelve (12) calendar days from the determination of the Lowest Calculated Bid / Highest Rated Bid	<i>PMS – BAC Secretariat</i>
<p>Awarded Lowest Calculated and Responsive Bidder (LCRB) / Highest Rated and Responsive Bidder (HRRB) to acknowledge receipt of the NOA.</p> <p>Payment of Performance Security based on the awarded cost within ten (10) days upon receipt of NOA</p>	<p>Signing of BAC Resolution and Issuance / Signing of Notice of Award (NOA)</p> <p>1.1 The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed thru a BAC Resolution.</p> <p>1.2 Once the Bids and Awards Committee Resolution was duly signed by BAC Members and the Head of the Procuring Entity (HOPE), the preparation of the Notice of Award (NOA) will commence.</p> <p>1.3 Send a copy of the NOA to the awarded LCRB/SCRB through electronic mail (email) and request them to acknowledge receipt.</p> <p>Once acknowledged, awarded LCRB is advised to prepare the necessary performance bond within ten (10) calendar days to be submitted to PMS.</p> <p>Note: Awarded LCRB / HRRB will personally appear at the PMS – BAC Secretariat office to sign the original copy of the Notice of Award and submit the Performance Bond.</p>	<p>None</p> <p>None</p>	<p>Three (3) working days</p> <p>one (1) working day</p>	<p><i>PMS – BAC Secretariat</i></p> <p><i>PMS – BAC Secretariat / PMS - CMD</i></p>

	PMS-PPMD / PMS-CMD to draft the contract for the procurement at hand. Ensure that draft contract was subjected to Legal Review by DSWD Legal Service.	None	two (2) working days	<i>PMS – PPMD / PMS-CMD</i>
	<p><i>(Once Legal Review is received by PPMD from Legal Service (LS))</i></p> <p>Revise and Finalize the draft contract according to legal review of LS and package four (4) copies. Prepare the Commission on Audit Checklist.</p>	None	one (1) working day	<i>PMS – PPMD / PMS-CMD</i>
	<p>Expedite signing of contract by End-User/OBSU's HOPE; Coordinate with FMS Budget Division and Accounting Division for immediate funding and creation of OBRs;</p> <p>Receive signed copy of the contract for endorsement to Supplier/Service Provider</p>	None	three (3) working days	<i>PMS-CMD</i>
Sign four (4) copies of the contract, have it notarized, and return to PMS-CMD	Receive funded contract within period for perfecting contract for signing and notarization by Supplier/Service Provider	None	one (1) working day	<i>PMS-CMD</i>
Sign the contract prior to Notarization	Receive duly signed and notarized contract from Supplier/Service Provider for preparation of NTP	None	Within 10 calendar days from the receipt of NOA	<i>PMS-CMD</i>
Post the required Performance Security	Ensure Supplier/Service Provider has posted the required Performance Security to be indicated in the NTP	The performance security shall be in an amount not less than the required percentage of the total contract price in accordance with the schedule provided in the R.A. 9184.	one (1) working day	<i>PMS-CMD</i>
		None		<i>PMS-CMD</i>

Receive copy of the contract and NTP	Issue the Notice to Proceed and provide copy of the contract to Supplier/Service Provider		Within 7 calendar days from the approval of the contract by the HOPE	
	Posting of Contract and NTP on PhilGEPS and DSWD website	None	one (1) working day	<i>PMS - BAC Secretariat</i>
	Provide copy of the contract and NTP to the COA	None	one (1) working day	<i>PMS-CMD</i>
Inform Procurement Officer of exact date of delivery as provided in the contract	Coordinate with PSAMD or NRLMB, and Inspection Committee about schedule of delivery and ensure available warehouse space	None	one (1) working day	<i>PMS-CMD</i>
Deliver the goods at the location indicated in the contract	Receive the goods at the designated delivery site per contract (Reject obvious defective items and request for immediate replacement)	None	one (1) working day	<i>PMS-CMD / PSAMD</i>
	Prepare Request for Inspection of the delivered goods then Endorse to PSAMD for preparation of necessary PAR/ICS or PTR, if applicable	None	one (1) working day	<i>PMS-CMD</i>
Submit Letter-Request for possible Delivery Extension, Substitution of Item, or cancellation of contract, if necessary.	Endorse Supplier's Letter-Request to the End-User/OBSU for approval and waiving of liquidated damages for possible delay	None	one (1) working day	<i>PMS-CMD End-User/OBSU</i>
After Final Acceptance by End-User, supplier/service provider may already claim refund of Performance security via formal request	Receive Letter-Request from supplier/service provider claiming refund of their posted Performance security and facilitate with FMS	None	Fifteen (15) working days.	<i>PMS-CMD FMS</i>
Submit Sales Invoice, Billing Statement or	Receive Sales Invoice, Billing/Statement of Account	None	one (1) working day	<i>PMS-CMD</i>

Statement of Accounts				
Preparation and Signing of Disbursement Vouchers	Check and consolidate all necessary supporting documents for attachment to the Disbursement Voucher and forwarding Bank information of the payee to the FMS – Cash Division	None	Fifteen (15) to Thirty (30) working days	PMS-CMD /FMS

2. Procurement under Small Value Procurement

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)			
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMD/ICTMS/SMS) <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Small Value Procurement:</p> <p>Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting services not exceeding the threshold.</p> <p>The BAC shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants</u> of known qualifications</p>		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>		

<ul style="list-style-type: none"> • <u>Receipt of at least one (1) quotation/proposal is sufficient to proceed with the evaluation thereof</u> • Threshold for SVP is not exceeding PhP 1,000,000.00 • Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than PhP50,000.00.</u> 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ)/Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>			
	<p>Posting at PhilGEPS and DSWD Website and Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ/RFP shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations/ proposals BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	end-user unit/s (OBSUs), and recommend to the BAC their findings.			
	<p>Preparation of Abstract of Quotation/ BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement - Small Value Procurement modality and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit

	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier/Consultant
	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Submit Sales Invoice, Billing Statement or Statement of Accounts	Contract Implementation - End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PMS-CMD, FMS

3. Procurement under Lease of Real Property and Venue

Service Information: of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Evaluation Criteria/Rating Factor • Justification on the proposed venue/location • Certification that DSWD facilities are not available <p>Applicability:</p> <ul style="list-style-type: none"> • Procurement covering lease of real property and venue of official use. • It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. • It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. • In the event that the PE would resort to privately-owned real property or venue, the End-User unit shall justify that the same is more efficient and economical to the government. <p>Conditions for Lease of Real Property and Venue:</p> <ul style="list-style-type: none"> • The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical <ul style="list-style-type: none"> ➤ The ABC shall be set using the mid point of the range obtained from the results of the market analysis on the prevailing lease rates. 		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

<ul style="list-style-type: none"> ➤ Rental rates should also be within the prevailing market rates • Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184. ➤ The PMS-PPMD shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue. ➤ Receipt of <u>at least one (1) quotation is sufficient</u> to proceed with the evaluation. ➤ Lease contracts amounting to <u>more than PhP50,000.00</u> shall be posted in the PhilGEPS website. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Project Proposal.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT,</p>	Not applicable	Three (3) calendar days	End-User Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	records and endorses to the PPMD Procurement Officer.			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially capable supplier, service provider or contractor.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>	Not applicable	Three (3) calendar days	PMS-PPMD, BAC Secretariat/ TWG
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Negotiated Procurement –</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit

	<p>Lease of Venue modality and award of contract to the service provider with the Lowest Calculated and Responsive Quotation. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Contract Implementation</p> <p>End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) which</p>	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD

	shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

4. Procurement under Shopping under Section 52.1 (B)

Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (BGMD/ICTMS/SMS) • Applicability: <ul style="list-style-type: none"> • Goods • Infrastructure Projects Shopping:	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office

It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.

- The phrase “ordinary or regular office supplies” are those supplies, commodities, or materials which are necessary in the transaction of official business, and consumed in the day-to-day operations. This will not include services such as repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.

Conditions for Shopping under Section 52.1 (a):

- There is an unforeseen contingency requiring immediate purchase
- Amount does not exceed the threshold
- The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of one (1) RFQ will suffice.
- Posting of the RFQ may be dispensed with

Conditions for Shopping under Section 52.1 (b):

- Procurement of ordinary or regular office supplies and equipment not available in PS-DBM
 - The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and at least three (3) price quotations must be obtained.
- The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.
- In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H.
- Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00
- Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 1,000,000.00

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO for those</p>	Not applicable	One (1) calendar day	PMS-PPMD

	<p>projects/activities with an Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (PhP 50,000.00) but not more than One Million Pesos (PhP1M) and/or for the BAC to proceed with evaluation for the procurement transactions with and ABC below Fifty Thousand Pesos (PhP 50,000.00).</p>			
	<p>Posting at PhilGEPS and DSWD Website</p> <p>Procurement Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and the RFQ shall then endorse to PMS-PPMD to secure a quotation within three (3) to seven (7) calendar days or “on or before” the scheduled date of the deadline for submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations, BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>However, if the BAC Secretariat Procurement Officer could not proceed to evaluate the submitted price quotations BAC Secretariat Procurement shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG
	<p>Preparation of Abstract of Quotation</p> <p>The BAC Secretariat Procurement Officer shall then prepare the AOQ recommending adoption of the Shopping modality and award of contract to the supplier/ service provider/ with Lowest</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, End-user Unit

	<p>Calculated and Responsive Quotation. The AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BAC Secretariat Procurement Officer shall then endorse the approved AOQ (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO).</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the AOQ, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	<p>Receipt of the funded PO</p> <p>Upon receipt of the duly funded PO, the CMD Procurement Officer shall facilitate the signing of PO, notifies and serves immediately to the supplier, or contractor.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for</p>	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD

	preparation of Disbursement Voucher (DV) for processing of payment.			
Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.	Not Applicable	Three (3) working days	PMS-CMD, FMS

5. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research 	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office

Applicability: <ul style="list-style-type: none"> • Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.) • Scientific, academic, scholarly work or research, or legal services • Highly-specialized life-saving medical equipment, as certified by the Department of Health • Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; • Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; • The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor. Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services: <ul style="list-style-type: none"> • The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor • The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms • The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholar, or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) Calendar day	PMS-PPMD
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit

	<p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC</p>	Not applicable	Three (3) working day	PMS-CMD, End-user Unit

	Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

6. Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Highly Technical Consultant under Section 53.7 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Curriculum Vitae <p>Applicability:</p> <ul style="list-style-type: none"> • Consultancy Services <p>Conditions for Highly Technical Consultant:</p> <ul style="list-style-type: none"> • Work involves: <ul style="list-style-type: none"> ➢ Highly technical or proprietary ➢ Primarily confidential or policy determining, where trust and confidence are the primary consideration • Term is, at most, 1 year, renewable at the option of the appointing HOPE, but in no case to exceed the term of the latter 		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) Calendar day	PMS-PPMD
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit, TWG

	<p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>	Not applicable	Three (3) working day	PMS-CMD, End-user Unit
	Receipt of the funded PO/Contract	Not Applicable	Three (3) working days	PMS-CMD, Supplier

	Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.			
Submit Sales Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

7. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services or consulting services requested with a certified true copy of approved PPMP and other supporting documents per request as follows: <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research, if applicable 	End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office

<p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Agency to Agency:</p> <ul style="list-style-type: none"> • Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE • The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the government • The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity • Servicing Agency has the absorptive capacity to undertake the project • Servicing Agency owns or has access to the necessary tools and equipment required for the project • Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system • For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Agency to Agency as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, price quotations/ proposals – to ensure that the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p>	Not applicable	Ten (10) calendar days	BAC Secretariat, End-user Unit

	<p>The BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings and recommendations.</p> <p>Prior to its award, the End-user Unit/s (OBSUs) to conduct negotiation meeting with the servicing agency, supplier, service provider, contractor and consultants to discuss the terms and conditions of the contract.</p> <p>The BAC Sec Procurement Officer shall then prepare the BAC Resolution recommending adoption of Agency to Agency modality and award of contract to the previously awarded servicing agency, supplier, service provider, contractor and consultant. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec Receiving Officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding (MOU).</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The PMS-CMD prepares and facilitate the issuance of MOU.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon</p>	Not applicable	Three (3) working days	PMS-CMD, End-user Unit

		coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
		Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Invoice, Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	Sales Billing or of	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV. The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	PMS-CMD, FMS

8. Procurement under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office

copy of approved PPMP and other supporting documents per request as follows:

- Pre-repair Inspection Report
- Service Provider Diagnostic Report
- Certificate of Exclusive/Sole Distributorship
- Market Survey/Market Research, if applicable
- Property Accountability Report (PAR), if applicable
- Price Quotation

Conditions for Direct Contracting:

- Single source procurement that does not require elaborate Bidding Documents
- End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market
- Items of proprietary nature from proprietary source, i.e patents, trade secret, and copyrights
- Critical components from a specific supplier to hold a contractor to guarantee its project performance
- Items sold by an exclusive manufacturer or dealer, subject to the following conditions:
 - No other suppliers selling it at lower prices; and
 - No suitable substitute can be obtained at more advantageous terms to the Government

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BACSec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ and requests the direct contractor, manufacturer, supplier identified by the End-User Unit concerned in its market survey (if applicable), to submit price quotation including the terms and conditions of sale, and certifications that proves exclusive dealership.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct contracting as the mode of procurement and award of contract to the identified supplier.</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER

	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BACSec Procurement Officer then prepares the BAC Resolution recommending adoption of the Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

		preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRs and have the PO signed by the HoPE		Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) The PMS-CMD prepares and facilitate the issuance PO/ Contract. Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
		Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing	of	Preparation of Disbursement Voucher (DV) for Payment	Not Applicable	Three (3) working days	PMS-CMD, FMS

Disbursement Vouchers	<p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>			
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9. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Justification • Market Survey/Market Research • Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed • Inspection and Acceptance Certificate • Price Quotation <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services 		<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>	

Conditions for Repeat Order: <ul style="list-style-type: none"> • Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification • No splitting of contracts, requisition and Purchase Orders • Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period • Not to exceed 25% of the quantity of each item in the original contract • Original contract awarded through competitive bidding • The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.			
	Approved PR received The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents. The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider.	Not applicable	Three (3) calendar days	PMS- PPMD
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) Upon receipt of the documents, BACSec Procurement Officer reviews and verifies the veracity and completeness of the documents – e.g. justification, market scanning/ research, cost-benefit, analysis, previously awarded contract, NTP, Delivery Receipts etc. – to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 Revised IRR. The BACSec Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Repeat Order modality and award of contract to the previously awarded supplier/ service provider/ contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE). Upon receipt of the duly signed NOA, the BACSec Procurement Officer serves it at once to the awarded supplier or contractor. The BACSec	Not applicable	Ten (10) calendar days	BAC Secretariat

	Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BACSec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRS and have the PO signed by the HoPE	Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) The PMS-CMD prepares and facilitate the issuance PO/ Contract. Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	Facilitation of Disbursement Voucher (DV) for Payment Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other	Not Applicable	Three (3) working days	PMS-CMD, FMS

	<p>supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.</p>			
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10. Procurement under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Documentary Requirements:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal • BAC Resolution Declaring 2nd Failure of Bidding <p>Conditions:</p> <ul style="list-style-type: none"> • Failed competitive bidding for the second time under Sec. 35; and 	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

<ul style="list-style-type: none"> • Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding • End-User Unit/s (OBSUs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (OBSUs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p> <p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD- receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>Approved PR received</p> <p>The PPMD receiving officer updates, logs and endorses to the PPMD Procurement Officer and shall then prepares the Request for Quotation Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-CO.</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p>Posting at PhilGEPS and DSWD Website, Conduct of Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification</p> <p>Procurement Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.</p> <p>The PPMD Procurement Officer shall then invite at least three (3) suppliers, contractors or consultants, including those disqualified in previous biddings for the project, for negotiations to ensure effective competition. This, notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information relative to the negotiations that are communicated by the BAC to a supplier, contractor, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotation or proposal.</p> <p>Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post-qualification documents.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Procurement Officer shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of R.A. No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer and post-qualification documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p>Preparation BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Procurement Officer shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement –Two Failed Bidding and award of contract to the supplier/ service provider/ contractor and consultant with Lowest Calculated and Responsive Quotation/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and</p>	Not applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit

	consultant. The BAC Secretariat Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.			
Prepare the OBRS and have the PO signed by the HoPE	Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS) The PMS-CMD prepares and facilitate the issuance PO/ Contract. Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit
	Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.	Not Applicable	Three (3) working days	PMS-CMD, Supplier/ Consultant
	Supply and Delivery of Goods For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Submit Sales Invoice, Billing Statement or	Contract Implementation - End-User Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of	Not Applicable	As indicated in the	End-user Unit

Statement of Accounts	certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR in reference with the schedule of payment which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.		approved TOR	
Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p> <p>The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier/consultant.</p>	Not Applicable	Three (3) working days	PMS-CMD, FMS

11. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none">• Approved Project Proposal• Approved Terms of Reference (TOR)• Justification Letter		End-user Unit (OBSUs) submit to BAC Secretariat located at the 2 nd Floor, Mahusay Building, DSWD Central Office	

- Market Survey/Market Research

Applicability:

- Goods
- Infrastructure Project
- Consulting Services

Conditions for Emergency Cases:

- In case of imminent danger to life or property during a state of calamity
- When time is of the essence arising from natural or man-made calamities
- Other causes where immediate action is necessary:
 - To prevent damage to or loss of life or property
 - To restore vital public services, infrastructure facilities and other public utilities
- In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract
- Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed
- When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered
- When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer updates, records and endorses to the PPMD Procurement Officer who shall then prepares the Request for Quotation (RFQ)/ Request for Proposal (RFP) and ensures that the specific requirements indicated in the approved PR are consistent with the approved TOR and/or supporting documents. He/She then endorses the RFQ/ RFP and other relevant supporting documents to the PPMD receiving officer for approval and signature of the PPMD-Chief. Once approved and signed, the PPMD receiving officer updates the PMT, and endorse to the PPMD Procurement Officer to facilitate the procurement process.</p> <p>The PPMD Procurement Officer prepares the RFQ/ RFP and requests the prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (OBSUs).</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of emergency cases and award of contract to the</p>	Not applicable	Three (3) calendar days	PMS-PPMD, SUPPLIER, BAC Secretariat, TWG

	<p>legally, technically and financially capable supplier, service provider, contractor and consultant.</p> <p>Upon receipt of the price quotations/ proposals, BAC Sec Procurement Officer shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s (OBSUs), and recommend to the BAC their findings.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) for infrastructures projects and consulting services are also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BACSec-in-Charge shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Purchase Order (PO)/ Contract.</p>	Not applicable	Ten (10) calendar days	PMS-PPMD, BAC Secretariat, End-user Unit
Prepare the OBRS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p>	Not Applicable	Three (3) working days	PMS-CMD, End-user Unit

	<p>The PMS-CMD prepares and facilitate the issuance PO/ Contract.</p> <p>Upon receipt of the complete documents, e.g. certified true copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the CMD receiving officer updates the PMT and hand it over to the CMD Procurement Officer upon coordination with the CMD Chief to review, prepare executive summary, and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p>			
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the CMD Procurement Officer shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, or contractor.</p> <p>In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Proceed (NTP) shall also prepared and issued to the awarded contractor/ consultant.</p>	Not Applicable	Three (3) working days	PMS-CMD, Supplier
Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the CMD Procurement Officer must coordinate with AS-PSAMD on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the CMD, which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p>	Not Applicable	Three (3) working days	PMS-CMD, AS-PSAMD
Preparation and Signing of Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the CMD Procurement Officer shall prepare the DV.</p>	Not Applicable	Three (3) working days	PMS-CMD, FMS

	The DV along with the supporting attachment shall be forwarded to the CMD receiving officer for updating of the PMT. It shall then endorse to the end-user unit/ (OBSUs) concerned for signature of the Head of OBS, Cluster Head concerned for processing and facilitation of payment to the supplier.			
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12. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Management Service (PMS)
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD Central Office Office/ Bureau/ Service/ Unit (OBSU)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Head of the OBS indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification Letter • Market Survey / Market Research • Price Quotation/ Proposal <p>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:</p> <ul style="list-style-type: none"> • For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants: <ol style="list-style-type: none"> a. Direct retail purchase of POL products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable 	<p>End-user Unit (OBSUs) submit to BAC Secretariat located at the 2nd Floor, Mahusay Building, DSWD Central Office</p>

<p>emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>• For airline tickets:</p> <p>a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.</p> <p>c. Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to PMS Receiving Officer located at PMS – BAC Secretariat	<p>The PMS-BAC Secretariat (BAC Sec) receives, records the approved Purchase Request (PR) with proper signatories – in consonance with the existing guidelines – and with complete supporting documents, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement project in the PPMP/APP and endorse to the PPMD receiving officer.</p> <p>PPMD receiving officer endorses the PR to the PPMD-Chief who will then assign a Procurement Officer to handle the project, and then reverts to PPMD receiving officer.</p>	Not applicable	Three (3) calendar days	End-user Unit/s (OBSUs), PMS-BAC-Secretariat, PMS-PPMD

	<p>The PPMD receiving officer updates PMT, records and endorses the PR to the assigned Procurement Officer in coordination with the PPMD-Chief for thorough review of the technical specifications, which must be according to the approved project proposal/ approved Terms of Reference (TOR) / Technical Assistance.</p> <p>If found in order, the Procurement Officer affixes his/her initial and endorse the documents back to the PPMD receiving officer. Otherwise, the former shall prepare PR-Action Slip addressed to the End-User Unit (OBSUs) concerned, signed by the PPMD-Chief, for further action and compliance.</p> <p>The PPMD-Chief approves and signs the PR, and forwards to the PPMD receiving officer. The PPMD receiving officer updates PMT, records and endorses to the PPMD Procurement Officer.</p>			
	<p>Approved PR received</p> <p>The PPMD receiving officer records, updates the PMT and endorses to the PPMD Procurement Officer who will facilitate the review of the submitted documents.</p> <p>The PPMD Procurement Officer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of direct purchase of POL products and airline tickets as the mode of procurement and award of contract to the identified supplier and/or service provider.</p>	Not applicable	One (1) calendar day	PMS-PPMD
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Procurement Officer then prepares the BAC Resolution with the following recommendation:</p> <ul style="list-style-type: none"> The end-user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or 	Not applicable	Ten (10) calendar days	BAC Secretariat, PMS-CMD

	<p>service provider capable of delivering the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may.</p> <ul style="list-style-type: none"> Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end-user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transactions. <p>The Notice of Award (NOA) is also prepared. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BACSec Procurement Officer shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to PMS-CMD for preparation of Memorandum of Understanding/ Agreement (MOU/A).</p>			
Prepare the OBRS and have the PO signed by the HoPE	<p>End-User Unit (OBSUs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>The End-user Unit/s (OBSUs) facilitate the issuance Memorandum of Understanding/ Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (ORS).</p>	Not Applicable	Three (3) working days	End-user Unit
	<p>Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)</p> <p>Upon receipt of the duly funded MOU/A, the End-user Unit/s (OBSUs) shall facilitate the signing of MOU/A, notifies and serves</p>	Not Applicable	Three (3) working days	End-user Unit

	immediately to the supplier and/or service provider.			
Submit Sales Invoice, Billing Statement or Statement of Accounts	Contract Implementation End-user Unit/s (OBSUs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (OBSUs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment Upon receipt of the Billing/ Statement of Account, and other supporting documents, the end-user unit shall prepare the DV. It shall then endorse to Head of OBS, Cluster Head concerned for signature and for processing and facilitation of payment to the supplier.	Not Applicable	Three (3) working days	End-user Unit, FMS

RESOURCE GENERATION MANAGEMENT OFFICE (RGMO)

NON-FRONTLINE SERVICES

1. Timely and harmonized accessing of TA and other resources

The RGMO is responsible for harmonizing DSWD's resource generation efforts and providing strategic guidance in terms of resource generation, mobilization and management. With due consideration of the inherent function of all DSWD OBSUs and FOs to forge partnerships and generate resources from various donors, the RGMO shall take the lead in coordinating, harmonizing and facilitating resource mobilization efforts. The RGMO will also ensure that the OBSUs optimally utilize the accessed TA resources and that results generated are used in policy formulation, program development and further enhancement of DSWD operations.

Office or Division	Resource Generation and Management Office			
Classification	Complex (7 days)			
Type of transactions	Government to Government			
Who may avail	DSWD Offices/Bureaus/Services/Units (OBSUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Concept Note (1 copy)		Concerned OBSU		
2. Project Proposal (1 copy)		Concerned OBSU		
3. Terms of Reference (1 copy)		Concerned OBSU		
4. Endorsement Letter (1 copy)		Concerned OBSU		
Client Steps	Office Action	Fees to be Paid	Processing Time	Person Responsible
	1. The RGMO issues a Memorandum to the OBSUs informing them of available resources and calls for project proposals from the OBSUs.	None	1	<i>Technical Staff (PDO III)</i>
1. OBSU prepares the concept note, proposal and TOR using the prescribed templates and submits to the RGMO for comments.	2. Reviews and provides comments on the draft concept note, proposal and TOR. The RGMO ensures that the project being proposed is aligned with the grant agreement.	None	1-2	<i>Technical Staff (PDO III)</i>
2. Revises the concept note, proposal and TOR based on the inputs and comments of the RGMO.	3. Endorses the concept note, proposal and TOR to the RGMO Head for clearance prior to the endorsement to the Development Partners.	None	1-2	<i>Technical Staff (PDO III) and RGMO Head</i>

3. Submits complete project documents, including formal endorsement of OBSU Head, to the RGMO for endorsement to the Development Partners.	4. Endorses the concept note, proposal and TOR with signed endorsement letter to the Development Partners for funding support and engagement of service providers.	None	1	<i>RGMO Head</i>
TOTAL		None	6 working days	

SOCIAL MARKETING SERVICES (SMS)

NON-FRONTLINE SERVICES

1. Provision of Technical Assistance

The Social Marketing Service (SMS) is responsible for undertaking advocacy, social marketing, and networking activities to promote social change and to nurture the DSWD's relationships with its publics and stakeholders

Office or Division:	Public Affairs and Advocacy Division Media Production Division			
Classification:	Simple			
Type of Transaction:	Government to Government (Internal)			
Who may avail:	DSWD OBSUs and Field Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Technical Assistance			Requesting OBSUs/FOs	
Draft Document			Requesting OBSUs/FOs	
a. Technical Assistance for Branding Designs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for review of materials vis-à-vis the branding guidelines through memorandum	1. Receives and reviews the memorandum and/or attachments and scans it for SMS Data Tracking System (DTS). Endorses the memorandum to the SMS Director.	N/A	5 minutes	Office of the Director (OD) Staff
	1.2 Reviews the Memorandum and writes instructions to the concerned Division.	N/A	3 minutes	SMS Director
	1.3 Scans the instructions of SMS Director and sends/emails to MPD	N/A	5 minutes	OD Staff
	1.4 Records request and endorses to MPD Division Chief (DC)	N/A	5 minutes	OD Staff/MPD Admin staff

	1.5 Reviews request and endorses to the Technical Staff (TS) to act on the branding Reviews branding assessment result submitted by TS, returns document to TS with inputs Reviews comments from TS; returns draft document to TS	N/A	14 hours	MPD Division Chief (DC)
	1.6 Conducts review and analysis of the document based on the MC 9-DSWD Branding Guidelines Inputs comments from DC; returns draft document to DC	N/A	8 hours	MPD Technical Staff
	1.7 Reviews the document and submits the Branding review results to the SMS Director Returns draft document to SMS director after revisions	N/A	3 hours	MPD Division Chief
	1.8 Reviews document and returns the draft document to MPD DC if needing revisions Reviews document to ensure that all inputs are implemented and affixes signature	N/A	3.5 hours	SMS Director
	1.9 Route approved document with SMS Customer Satisfaction Form to requesting office	N/A	15 minutes	OD Admin Staff
2. Accepts the response to Branding Request (either approved or disapproved with recommendation)	2. Requesting OBSU accepts response to request If requesting party has concern, write memo for clarification	N/A	None	Requesting OBSU
TOTAL		NONE	3 Working Days, 5 Hours, 3 Minutes	

b. Technical Assistance For Messages and Foreword

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request for Technical Assistance on Messages or Foreword through email/letter/memorandum	1. Receives and reviews the memorandum. Scans for SMS Data Tracking System (DTS). Endorses the Memorandum to the SMS Director.	N/A	10 minutes	Office of the Director (OD) staff
	1.1 Reviews the request and writes instructions to the concerned Division.	N/A	6 minutes	SMS Director
	1.2 Scans instructions of SMS Director and forwards/emails to Public Affairs and Advocacy Division (PAAD).	N/A	4 minutes	OD Admin Staff
	1.3 Records request and endorses to the PAAD Division Chief (DC).	N/A	7 minutes	PAAD Admin Staff
	1.4 Reviews request and endorses to the Technical Staff (TS) to act on the request. Reviews the draft message/foreword submitted by the TS; returns to TS with suggested inputs.	N/A	1 hour 10 minutes	PAAD Division Chief
	1.5 Coordinates with requesting OBSU/FO. Prepares draft message or foreword in coordination with focal program person of concerned OBSU. Inputs comments; returns revised draft document to DC.	N/A	5 hours	PAAD Technical Staff
	1.6 If there are no further comments, DC endorses	N/A	10 minutes	PAAD Division Chief

	<p>the draft document to the SMS Director for review.</p> <p>Revises the output based on inputs from the SMS Director.</p>			
	<p>1.7 Reviews draft document.</p> <p>If there are comments, SMS Director returns the draft document to DC/RIO for revision.</p> <p>Approves and endorses to the Office of the Undersecretary for Social Welfare and Development (OUSWD).</p>	N/A	5.5 hours	SMS Director
	1.8 Records the SMS submission for review of technical staff.	N/A	10 minutes	OUSWD Staff
	<p>1.9 Reviews draft briefer.</p> <p>Provides suggestions/additional inputs.</p>	N/A	2.5 hours	OUSWD Technical Staff
	1.10 SMS revises output based on suggestions/additional inputs from TS and re-submits output.	N/A	4 hours	SMS
	1.11 Endorses draft briefer for review and approval.	N/A	2.5 hours	OUSWD Technical Staff
	<p>1.12 OUSWD reviews the output.</p> <p>If there are further comments, return output to TS for appropriate action.</p> <p>If no further comments. OUSWD approves the message/foreword.</p>	N/A	1 hour	OUSWD
	1.13 SMS coordinates with requesting OBSU for the endorsement of message/foreword.	N/A	20 minutes	SMS Admin Staff
TOTAL		NONE	2 Working Days, 6 hours, 47 minutes	

**SOCIAL WELFARE INSTITUTIONAL
DEVELOPMENT BUREAU
(SWIDB)**

NON-FRONTLINE SERVICES

1. Endorsement of Continuing Professional Development Application and Completion Report

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded in the Continuing Professional Development Accreditation System (CPDAS). After the conduct of applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office – DSWD Central Office or Field Offices – is endorsed to the Professional Regulation Commission (PRC). The CPD completion report is sent via email through the Social Welfare Institutional Development Bureau (SWIDB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAS.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD)
Classification:	Highly technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All offices in DSWD Central Office (CO) and Field Offices (FOs)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A) CPD Application	
1. CPD Application Form	PRC website <prc.gov.ph> or SWIDB Google Drive < https://tinyurl.com/PRC-SWIDB-CPDForms >
2. Instructional Design	PRC website or SWIDB Google Drive
3. Evaluation Tool	SWIDB Google Drive
4. Program of Activities	SWIDB Google Drive
5. Resume of Speaker/s	PRC website or SWIDB Google Drive
6. Current Professional ID of Speaker/s	PRC website or SWIDB Google Drive
7. Breakdown of Expenses for the Conduct of Program	PRC website or SWIDB Google Drive
<i>Additional Requirements for Online Learning</i>	
8. Declaration of Minimum Technical Requirements	SWIDB Google Drive
9. Privacy Policy	SWIDB Google Drive
10. Certificate of Participation	PRC website or SWIDB Google Drive
<i>Additional requirement as of 1 March 2021</i>	
11. Letter of Undertaking	SWIDB Google Drive
B) CPD Completion Report	
1. CPD Completion Report Form	PRC website or SWIDB Google Drive
2. CPD Attendance Sheet	PRC website or SWIDB Google Drive
3. Actual Program of Activities with List of Resource Speakers	SWIDB Google Drive
4. Lecture Materials	Proponent Office (CO or FO)

5. Summary of Evaluation of Speakers	SWIDB Google Drive			
6. Summary of Evaluation of Learning of Participants	SWIDB Google Drive			
7. Financial Report	SWIDB Google Drive			
8. Relevant Photographs	Proponent Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1A) CPD Application				
1. Submit the CPD Application requirements through email to <swidb@dswd.gov.ph>	1.1 Accept and track the application	None	3 Hours	SWIDB Admin Staff (Incoming)
	1.2 Endorse the application to the Division Chief	None	2 Hours	SWIDB Admin Staff (Incoming)
	1.3 Forward the Application documents to the assigned technical staff per initial assessment	None	1 Hour	Division Chief (CBD)
	1.4 Update the monitoring sheet and review the Application documents per PRC and DSWD standards	None	5 Days	CPD Focal Person
	1.5 Forward the initial review checklist to the Proponent Office (PO)	None	1 Hour	CPD Focal Person
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the PO's revision, review and finalize the application. If complete and compliant , proceed to Step 2.2. If not, return to PO until complete.	None	5 Days	CPD Focal Person
	2.2 Forward the merged CPD Application Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	CPD Focal Person

	2.3 Review and affix initials on the Application documents and forward to DSWD CPD Focal Person	None	5 Hours	Division Chief (CBD)
	2.4 Review and sign the Application documents	None	5 Hours	Division Chief (Knowledge Management Division)
	2.5a Upload the final PDF application attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	CPD Focal Person
	2.5b Upload the requirements online via CPDAS	None	1 Day	CPD Focal Person
3. Submit required documents per PRC-NCR's evaluation	3.a Track the submitted application. If PRC-NCR has comments on the submitted application, CPD Focal Person shall immediately inform the PO to comply within 2 working days.	None	N/A	CPD Focal Person
	3.b Receive required documents from PO per PRC-NCR's evaluation and submit to PRC	None	2 Days	CPD Focal Person
	3.c Update the monitoring sheet in Google Drive	None	1 Hour	CPD Focal Person
	3.d Upon PRC accreditation, e-mail the proponent office on the status of their submitted application.	None	1 Day	CPD Focal Person
	SUBTOTAL:	None	136 Hours or 17 Days	
1B.) CPD Completion Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the CPD Completion requirements through email to	1.1 Accept and track the Completion Report	None	3 Hours	SWIDB Admin Staff (Incoming)

<swidb@dswd.gov.ph>				
	1.2 Endorse the Completion Report to the Division Chief	None	2 Hours	SWIDB Admin Staff (Incoming)
	1.3 Forward the Completion documents to the assigned technical staff per initial assessment	None	1 Hour	Division Chief (CBD)
	1.4 Review the Completion documents per PRC and DSWD standards	None	2 days	CPD Focal Person
	1.5 Forward the initial review checklist to the Proponent Office (PO)	None	1 Hour	CPD Focal Person
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the PO's revision, review and finalize the completion documents	None	3 days	Division Chief (CBD)
	2.2 Forward the merged CPD Completion Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	CPD Focal Person
	2.3 Review and affix initials on the Completion documents and forward to DSWD CPD Focal Person	None	5 Hours	Division Chief (CBD)
	2.4 Review and sign the Completion documents	None	5 Hours	Division Chief (Knowledge Management Division)
	2.5a Upload the final PDF completion attachments to SWIDB Google Drive – CPD Folder	None	3 Hours	CPD Focal Person
	2.5b Upload the requirements online via CPDAS For completion requirements, email the full completion report to	None	1 Day	CPD Focal Person

	cpdd.monitoringandevaluation@gmail.com and gcalapardo.prc@gmail.com			
	2.6 Update the monitoring sheet in Google Drive	None	1 Hour	CPD Focal Person
	2.7 Upon submitted completion report, email the proponent office on the status and include the Client Satisfaction Measurement Survey (CSMS).	None	1 Day	CPD Focal Person
	SUBTOTAL:	None	80 Hours or 10 Days	
	TOTAL:	None	27 Days	

2. SWADCAP Activity Reservation by DSWD Employees

Reservation of training to be held in the Department's facility – Social Welfare and Development Center for Asia and the Pacific (SWADCAP), Taguig City. Pursuant to the memorandum of the Undersecretary for General Administration and Support Services Group (GASSG) dated January 16, 2013, all offices, bureaus, services, and units (OBSUs) are encouraged to maximize the use of the said facility. It is more advantageous and beneficial to the government if SWADCAP will be used as the primary training facility for the Department's various activities. This entails the use of both guest and function rooms.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Social Welfare and Development Center for Asia and the Pacific (SWADCAP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo requesting SWADCAP availability		Requesting party		
2. SWADCAP Reservation Form		DSWD Website		
3. Activity Terms and Conditions		DSWD Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request memo to SWIDB	1. Track the received request memo from OBS	None	1 Hour	SWIDB Admin Staff (Incoming)

	2. Check memo request details such as: -activity title -activity date -number of participants	None	1 Hour	SWIDB Admin Staff
	3. Check availability of Function Room and/or Guest Rooms via SWADCAP Calendar	None	1 Hour	SWIDB Admin Staff
	4. Prepare Certificate of Availability/ Non-Availability of SWADCAP and affix initials	None	3 Hours	SWIDB Admin Staff
	5. Submit Certificate to approving authorities (Division Chief and Bureau Director)	None	2 Hours	SWIDB Admin Staff
	6. Review and sign Certificate	None	6 Hours	Division Chief and Bureau Director
	7. Track and endorse signed Certificate, attached with Reservation Form and Activity Terms and Conditions to concerned office	None	2 Hours	SWIDB Admin Staff (Outgoing)
2. Fill out Reservation Form and Activity Terms and Conditions		None	2 Hours	
3. Submit the Reservation Form, Activity Terms and Conditions and copy of the scanned ID of the requestor to SWADCAP thru email		None	2 Hours	
	8. Book reservation to SWADCAP Calendar	None	2 Hours	SWADCAP Admin Staff
	9. Send confirmation of reservation and link to the CSMS form thru email	None	2 Hours	SWADCAP Admin Staff
	TOTAL:	None	24 Hours or 3 Days	

3. KEC Function Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Knowledge Exchange Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Function Room via email		None	1 Hour	
	1. Receive request via email to reserve Function Room	None	1 Hour	KEC Librarian (Knowledge Management Division)
	2. Check availability of KEC Function Room	None	2 Hours	KEC Librarian (Knowledge Management Division)
	3. Send Reservation Form to requesting party thru email	None	2 Hours	KEC Librarian (Knowledge Management Division)
2. Fill out Reservation Form		None	3 Hours	
3. Submit accomplished Reservation Form to KEC thru email		None	3 Hours	
	5. Book reservation to KEC Calendar	None	2 Hours	KEC Librarian (Knowledge Management Division)

	6. Send confirmation of reservation and link CSMS form thru email	None	2 Hours	KEC Librarian (Knowledge Management Division)
	TOTAL:	None	16 Hours or 2 Days	

4. Borrowing of KEC Materials and Collections

Borrowing of learning materials and references from the Knowledge Exchange Center (KEC) done by DSWD employees.

Office or Division:	Social Welfare Institutional Development Bureau (SWIDB) - Knowledge Management Division (KMD) - Knowledge Exchange Center (KEC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Logbook		Knowledge Exchange Center		
2. Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide proof of identification		None	2 Hours	
2. Inquire availability of knowledge material/s		None	2 Hours	
	1. Receive inquiry on the availability of knowledge material/s	None	2 Hours	KEC Librarian/ Staff
	2. Conduct physical inspection of material/s being borrowed	None	2 Hours	KEC Librarian/ Staff
	3. Require borrower to fill up Borrower's Logbook	None	2 Hours	KEC Librarian/ Staff

3. Fill out Borrower's Logbook		None	2 Hours	
	4. Encode material and borrower's name in the KEC Borrowers' Matrix	None	2 Hours	KEC Librarian/ Staff
	5. Release the material/s and advise date of return	None	2 Hours	KEC Librarian/ Staff
	TOTAL:	None	16 Hours or 2 Days	

FEEDBACK AND COMPLAINTS MECHANISM

1. Administrative Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Along with the data/info submitted through email, the Google Survey Form link: https://docs.google.com/forms/d/e/1FAIpQLSfA7RtqorXpusl0i4zj-ZRcnh5v2yq0m66ZR6H8YgBg2nrl8A/viewform is being submitted.
How feedbacks are processed	Through the Google Survey Form, all feedbacks are easily generated and consolidated in quarterly basis. AS-RAMD will conduct evaluation regarding the data gathered through root cause analysis, and identify plans and actions that must recommended for execution
How to file a complaint	Requesting party may submit an appeal for requests that have been denied or a complaint letter addressed to DSWD Secretary Rolando Joselito Bautista at DSWD-Central Office, IBP Road Batasan Pambansa Complex, Constitution Hills, Quezon City.
How complaints are processed	Complaint letter received by the Office of the Secretary shall be forwarded to the concerned office to address the concern. Reply letter shall be sent to the complainant.
Contact Information	DSWD: Ms. Myrna H. Reyes DSWD– Records and Archives Management Division OIC-Division Chief/DSWD FOI Receiving Officer <i>mhreyes@dswd.gov.ph</i> (02) 8 951 7119 <i>grievance.osec@dswd.gov.ph</i> (02) 8-931-8101 ARTA: <i>complaints@arta.gov.ph</i> (02) 8-478-5093 PCC: <i>pcc@malacanang.gov.ph</i> 8888 Contact Center ng Bayan: SMS : 0908 881 6565 Call 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines

2. Agency Operations Center

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in AOC complaint and assistance helpdesk.</p> <p>Contact info: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or aoc@dswd.gov.ph</p>
How feedbacks are processed	<p>The Administrative Officer compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel / unit and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the personnel / unit is then relayed to the citizen.</p> <p>For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph</p>
How to file a complaint	<p>Answer the client complaint form and drop it at designated drop box in AOC complaint and assistance helpdesk. It can also be filed via telephone or email. 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 the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph</p>
How complaints are processed	<p>The Agency Operation Center will evaluate and determine the complaints received on a daily basis. The ARTU focal will coordinate and forward the complaint to the relevant personnel / unit to answer the complaint and shall investigate. If necessary, after the concern has been addressed or after the conduct of the investigation, the ARTU Focal shall prepare and submit an incident report to the AOC Director for appropriate action. The ARTU focal shall give feedback to the clients.</p> <p>For Inquiries and follow – up, clients may contact the following telephone number: (+02) 8-931-8101 VOIP. 10212, 10214, 10206 or email aoc@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority: complaints@arta.gov.ph, 8-478-5093</p> <p>Contact Center ng Bayan: email@contactcenterngbayan.gov.ph, 0908-881-6565</p> <p>Presidential Complaint Center: pcc@malacanang.gov.ph, 8888</p> <p>Agency Operation Center: aoc@dswd.gov.ph; (+02) 89318101 VOIP. 10212, 10214, 10206</p>

3. Disaster Response Management Bureau

Feedback and Complaints Mechanisms	
How to send a feedback / complaint	Answer the client satisfaction survey form online through this link https://bit.ly/3vtixYI or through pen and paper at the receiving area of DRMB.
How complaints are processed	The DRMB Grievance Focal shall review the grievances as they come and respond accordingly.
Contact information of Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), and Anti-Red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph : 8478-5093 PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

4. Disaster Response Management Group

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form shall be provided to the Client LGU upon release of requested goods.
How feedback are processed	1) Duly accomplished customer feedback forms shall be collated once a month by the DRMD Grievance Focal. 2) Identified issues and concerns of the Client LGU shall be discussed and addressed accordingly.
How to file a complaint	Requesting LGU may submit appeals for request that have been denied or delayed, thru a letter addressed to the concerned DSWD Field Office
How complaints are processed	Upon receipt of the complaint, the DRMD Head of the concerned DSWD FO shall make necessary evaluation and investigation, and create a report for information and appropriate action of the DSWD FO. Feedback shall be provided to the Client LGU.
Contact information of (ARTA), (CCB), (PCC)	ARTA: complaints@arta.gov.ph : 8478-5093 PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

5. Finance and Management Service

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Customer Feedback Form shall be provided to the client after issuance of approved accounting certifications.

How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Complaints may be sent to the Office of Director of FMS through email at finance@dswd.gov.ph or fms@dswd.gov.ph Tel No. (632) 931-8127
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. For inquiries and follow-ups, clients may contact FMS through (632) 931-8127 or through email: finance@dswd.gov.ph or fms@dswd.gov.ph
Contact Information	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph / 8478-5093 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph / 0908-881-6565 Presidential Complaint Center: pcc@malacanang.gov.ph /8888

6. Human Resources Management and Development Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Kindly accomplish the Customer Feedback Form (HRMDS-GF-07) and place at the drop box located in front of the PAD Receiving Area. Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days Appropriate client shall be informed of the response. For the status of your query/clarification, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph
How to file a complaint	Kindly accomplish the Customer Feedback Form (HRMDS-GF-07) and place at the drop box located in front of the PAD Receiving Area. You may also file your complaint through telephone with the following details: - Your Name and contact details

	<ul style="list-style-type: none"> - Transaction with PAD - Name of Person complained of - Reason for complaint - Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru: Telephone: (02) 8931-9137 E-mail: personnel@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph, 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph, 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph, before CSC (Civil Service Commission), 0908-881-6565

7. Internal Audit Service

FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	<p>Answer the IAS Client Feedback Form (<i>contact number/s must be indicated for efficient and fast communication</i>) and drop it at the designated drop box placed near the entrance of this office, under the custody of Mr. Renato P. Galuran, Administrative Assistant I and Ms. Myca Donna Dee L. Magbanua, Internal Auditing Assistant.</p> <p>Citizens may contact info: 952-9773 for inquiries and follow-up. Look for the following Designated Support Staff (DSS) under the Anti-Red Tape Unit (ARTU) corresponding the division they represent, at least within 2 days (for 3-day transactions); 5 days (for 7-day transactions); and 8 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:</p>	
	Name	ARTU Designation
	Cristina C. Gaming	Unit Head
		Position
		OIC-Division Chief/ Internal Auditor (IA)

FEEDBACK AND COMPLAINTS MECHANISM															
	Antonia C. Alcober	Special Audit Division (SAD)	IA III												
	Jerry D. Cabili	Operations Audit Division (OAD)	IA III												
	Jenny Vi L. Alinday	Management Audit Division (MAD)	IA II												
	Mark Anthony B. Balabbo	Integrity Management Committee IMC)	Monitoring and Evaluation Officer (MEO) II												
How feedbacks are processed	<p>Mr. Jerry D. Cabili, ARTU Support Staff from the Operations Audit Division opens the drop box on a daily basis, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned division/s (c/o the Division Chief) and will be turned-over to the DSS, for appropriate action.</p> <p>The answer of the office is then relayed to the citizen by the DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.</p> <p>For inquiries and follow-ups, citizen’s may contact: 952-9773 or email IAS at ias@dswd.gov.ph.</p>														
How to file a complaint	<p>Answer the IAS Client Feedback Form (<i>contact number/s must be indicated for efficient and fast communication</i>) and drop it at the designated drop box placed near the entrance of this office, under the custody of Mr. Renato P. Galuran, Administrative Assistant I and Ms. Myca Donna Dee L. Magbanua, Internal Auditing Assistant.</p> <p>Citizens may contact info: 952-9773 or email IAS at ias@dswd.gov.ph for <i>complaints, inquiries and follow-ups</i>. Make sure to provide the following information:</p> <ul style="list-style-type: none">▪ Name of person being complained; and▪ Incident Evidence <p>Look for the following Designated Support Staff (DSS) under the ARTU corresponding their contact number/s and division they represent, at least within 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions) after receipt of the approved request by the IAS concerned staff:</p> <table><tr><th>Name</th><th>ARTU Designation</th><th>Contact Number/s</th></tr><tr><td>Cristina C. Gaming</td><td>Unit Head</td><td>0917-1638631</td></tr><tr><td>Antonia C. Alcober</td><td>Special Audit Division (SAD)</td><td>0917-5361369</td></tr><tr><td>Jerry D. Cabili</td><td>Operations Audit Division (OAD)</td><td>0977-8090214</td></tr></table>			Name	ARTU Designation	Contact Number/s	Cristina C. Gaming	Unit Head	0917-1638631	Antonia C. Alcober	Special Audit Division (SAD)	0917-5361369	Jerry D. Cabili	Operations Audit Division (OAD)	0977-8090214
Name	ARTU Designation	Contact Number/s													
Cristina C. Gaming	Unit Head	0917-1638631													
Antonia C. Alcober	Special Audit Division (SAD)	0917-5361369													
Jerry D. Cabili	Operations Audit Division (OAD)	0977-8090214													

FEEDBACK AND COMPLAINTS MECHANISM			
	Jenny Vi L. Alinday	Management Audit Division (MAD)	0946-9884255
	Mark Anthony B. Balabbo	Integrity Management Committee IMC)	0927-3055764
How complaints are processed	<p>Ms. Jenny L. Alinday, ARTU Support Staff from the Management Audit Division opens the drop box, and records all complaints submitted on a daily basis and subject each for evaluation.</p> <p>Upon evaluation, Ms. Alinday forwards the complaint to the concerned division/s (c/o the Division Chief) and will be turned-over to the DSS, for preparation of a report signed and approved by the IAS Director.</p> <p>The result of evaluation of the office will be given to the citizen by the concerned DSS who are required to answer via phone calls and official letters whichever is necessary, at least 2 days (for 3-day transactions); 4 days (for 7-day transactions); and 7 days (for 20-day transactions), upon receipt of the feedback.</p> <p>For inquiries and follow-ups on the complaints, citizen's may contact: 952-9773 or email IAS at ias@dswd.gov.ph.</p>		
Contact Information ARTA, CSC, PCC	Anti-Red Tape Authority (ARTA) : complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) : email@contactcenterngbayan.gov.ph Before CSC (Civil Service Commission): 0908-881-6565		

8. Information Communication Technology Management Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	ICTMS Request feedback through https://ictsupport.dswd.gov.ph/
How feedbacks are processed	Feedback are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through https://ictsupport.dswd.gov.ph
How complaints are processed	Each complain or request are assigned to specific person that will take action

Contact Information ICTMS	931-81-01 to 07 Locals: 127, 128; Direct Line - 932-80-85 ICTMS/VOIP - 10308 ICTMS/Incoming - 10302 Malasakit Building, DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City, Philippines
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9. International Social Services Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Concerned citizen to send letter/email to: issoinquiries@gmail.com
How feedbacks are processed	A designated staff will immediately act on the feedback, which shall immediately be sent to the sender within 72 working hours.
How to file a complaint	Concerned citizen to send letter/email to: issoinquiries@gmail.com
How complaints are processed	A designated staff will immediately act on the complaint. Feedback shall immediately be sent to the complainant within 72 working hours.
Contact Information of: ARTA,PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

10. Kapit-Bisig Laban Sa Kahirapan – Comprehensive And Integrated Delivery Of Social Services National Community-Driven Development Program

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The use of Customer Feedback is a way to continuously improve the quality of service delivery to our Internal and External customers, especially the Regional Program Management Offices.</p> <p>First, the client should fill out the Client Satisfaction Measurement Survey Form after a transaction/Request or Consultation from the office and send it to kalahi.records@gmail.com or use the link via google forms https://forms.gle/ZCpaVUUJc1P8bD7b7</p> <p>Alternatively, clients' feedback may be channeled or initiated through:</p>

	<ul style="list-style-type: none"> • Direct visits at Address: Kalahi CIDSS NPMO, DSWD Complex, Batasan Hills, Quezon City • Text messages or phone calls via Tel: (02) 8952-0697 and KALAHI-CIDSS National Grievance Hotline: +6394562925155 • Online KALAHI-CIDSS social media accounts such as KC Official Facebook account either Regional or/and National Facebook.com/dswdkalahicidss and website ncddp.dswd.gov.ph <p>To ensure that the client's issues are addressed, both online and offline channels of getting feedback are active and in place.</p>
How feedbacks are processed	<p>All the client feedback is received and processed by the Grievance Monitor.</p> <p>Grievance Monitor records the feedback filed by the client in the database.</p> <p>Grievance Monitor accomplishes an Intake sheet if there is any contentious feedback that needs further action. The Grievance monitor will verify feedback/information with clients as needed. The grievance monitor responds to the point of feedback intake at any level of the project and refers to an appropriate office/person who can address the inquiry or concern if there is any. Any further concerns related to feedback will be resolved in accordance with the Grievance Process and Handling of Kalahi-CIDSS NCDDP Grievance Redress System.</p>
How to file a complaint/grievance	<p>Clients may file/initiate complaints or grievances through the following means:</p> <ul style="list-style-type: none"> • Letters and e-mails to kalahi.records@gmail.com • Text messages/ Phone calls: KALAHI-CIDSS Grievance Hotline: +6394562925155 or Tel: (02) 8952-0697 • Verbal narration from walk-in complainants • Grievance Boxes installed in the project areas • Reports of staff, consultants, NGOs, LGUs and journalists, partner stakeholders. • Call-in questions, comments, or complaints from radio programs • Media newscasts, newspaper articles, and other publications. • Online official KALAHI-CIDSS Website: ncddp.dswd.gov.ph and Facebook: Facebook.com/dswdkalahicidss • Through channels/other complaint centers such as 8888 • Citizens' Complaints Hotline (President's Hotline) 8888 • Contact Center ng Bayan (CCB), <p>SMS: 0908-881-6565 / Call: 165 56,</p> <p>Email: email@contactcenterbayan.gov.ph,</p> <p>Facebook: https://facebook.com/civilservicegovoh/</p> <p>web: https://contactcenterbayan.gov.ph/</p>

How complaints are processed	Please see attached Grievance/Complaint Handling and Monitoring (Annex A) for processing the complaints/ grievances received.
Contact Information of ARTA, PCC, CCB, and CSC	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8478-5091 / 8478- 5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8736-8645 / 8736- 8603 / 8736-8629 / 8736-8621</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p> <p>Civil Service Commission (CSC): 8931-8092 / 8931-7939 / 8931-7935</p>

11. Legal Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"> 1. Answer the LS Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the LS office; or 2. Contact LS at (02) 8951 2238 or legal@dswd.gov.ph.
How feedback is processed?	<ol style="list-style-type: none"> 1. Every day, the designated Administrative Assistant (AA) I opens the suggestion box, and collects and records feedback from all sources. 2. All feedback that requires answers are forwarded to the LS Director and/or Division Chiefs concerned for preparation of reply. Answers should be released not later than three (3) days from the receipt of the feedback. 3. LS replies will be sent to the client concerned. 4. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or legal@dswd.gov.ph.
How to file a complaint?	<ol style="list-style-type: none"> 1. Answer the LS Client Feedback Form and drop it at the designated suggestion box located in front of the information desk/ reception area of the LS office; or 2. File a Sworn Statement, substantially compliant to the format and content requirements of the 2017 Rules on Administrative Cases in the Civil Service (RACCS) before the DSWD -Office of the Secretary. 3. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or legal@dswd.gov.ph.

How complaints are processed?	<ol style="list-style-type: none"> 1. The complaints are processed in accordance with the 2017 RACCS and the DSWD Administrative Order (AO) No. 11, series of 2013. 2. For further queries and/or follow-ups, the client concerned may contact LS at (02) 8951 2238 or legal@dswd.gov.ph.
Contact Information of the Presidential Complaint Center (PCC), Anti-Red Tape Authority (ARTA), and Contact Center ng Bayan (CCB):	<ol style="list-style-type: none"> 1. PCC 1-ARTA (1-2782) complaints@arta.gov.ph 2. ARTA 8888 pcc@malacanang.gov.ph 3. CCB 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph

12. National Household Targetting Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph
How feedbacks are processed	<p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p>
How to file a complaint	<p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p>
How complaints are processed	<p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p>

Contact Information of NHTO and CCB	National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813 Contact Center ng Bayan (CCB) SMS: 0908 881 6565 Call : 165 56 ₱ 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph/ Web: https://contactcenterngbayan.gov.ph/
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13. National Response and Logistics Management Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Your feedback is highly important to us. You may send them through email at nrlmb@dswd.gov.ph or message us at the NRLMB page. You may also opt to request for a feedback form from the NROC Security Guard and drop them on our drop boxes located at the NRLMB entrance gate.
How feedback is processed	The feedback forms are designed to analyze the performance of NRLMB as a service provider and are consolidated, reviewed, and endorsed for the bureau's continuous improvement.
How to file a complaint	Send complaints through email at nrlmb@dswd.gov.ph or message us at the NRLMB page
How complaints are processed	Resolution on the complaints will be worked on within 7 working days and the complainants shall be informed of its progress.
Contact information of NRLMB	Phone: (+632) 8 8528081 Phone: (+632) 8 8512681 Email : nrlmb@dswd.gov.ph

14. Pantawid Pamilyang Pilipino Program

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	For inquiries and follow-ups , the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time: Email: gbqabuya@dswd.gov.ph

	Telephone number: (02) 8952-6929 voip number 10102 For completed services , the client is encouraged to fill out a Client Satisfaction Survey Form downloadable from https://pantawid.dswd.gov.ph/citizens-charter and submit it to the concerned division where the request was made or through any of the contact details provided above.
How feedback is processed	A technical staff is assigned to read daily all inquiries and follow ups sent to gbgabuya@dswd.gov.ph . These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client. On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.
How to file complaint	The client may directly communicate through the contact details provided below: Email: gbgabuya@dswd.gov.ph Telephone number: (02) 8952-6929 voip number 10102
How complaints are processed	All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.
Contact Information of ARTA, PCC, CCB	Anti Red-Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph

15. Policy Development and Planning Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researchers/Data users are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB to monitor the implementation of

FEEDBACK AND COMPLAINTS MECHANISM	
	the research protocol. The feedback form shall be accomplished after the processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the data users are considered to improve service delivery.
How to file a complaint	Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action. In case of an appeal, the researcher may file a written appeal within 10 working days from receipt of the notice of disapproval.
How complaints are processed	PDPB Technical Staff to receive the appeal and endorse recommendation with the Division Chief's initials to the PDPB Director. An official response letter will be communicated to the researcher/data user informing of the decision.
Contact information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 1-ARTA (2782) Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS) 165 56 (call) https://facebook.com/civilservicegovph/ (Facebook) https://contactcenterngbayan.gov.ph/ (Web)

16. Program Management Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB.
How feedbacks are processed	DSWD-PMB send reply letter/memo to the concerned Field Office.
How to file a complaint	Complaints can be filed thru sending a letter or email to PMB-DSWD. The details of the complaint should be included in the information.

Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <ul style="list-style-type: none"> a. On Programs and Services- SPD will be the one replying to the complaint b. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	<p>-The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.</p>
Contact info of ARTA, PCC and CCB	<p>Tel No. 8847-5093 Email Add: complaints@arta.gov.ph</p> <p>Hotline: 8888 Email Add: pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>

17. Procurement Management Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Management Service - Receiving Areas.</p> <p>Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: procurement@dswd.gov.ph</p>
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p>

	Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: procurement@dswd.gov.ph
How to file a complaint	Kindly accomplish the Customer Feedback Form (PMS-GF-07) and place at the drop box located in front of the Procurement Receiving Area. You may also file your complaint through telephone with the following details: - Your Name and contact details - Transaction with PMS - Name of Person complained of - Reason for complaint - Evidence/s, if any For the status of your complaint/s, you may contact us thru: Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: procurement@dswd.gov.ph
How complaints are processed	Every end of the month, your feedbacks are consolidated and summarized by the PMS ISO Technical Secretariat. Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days. Proper investigation shall be conducted and a report shall be filed by the assigned employee. Appropriate client shall be informed of the response. For the status of your complaint, you may contact us thru: Telephone: (02) 8931-81-01 to 07 loc. 10095 E-mail: procurement@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph PCC: 8888 CCB: 0908 -881-6565 (SMS)

18. Resource Generation Management Office

FEEDBACK AND COMPLAINTS MECHANISM	
How feedbacks are processed	The RGMO coordinates with the concerned staff or offices to clarify the issues being raised. The feedback is addressed in various ways, namely: <ul style="list-style-type: none"> • The RGMO staff or the RGMO Head responds to the email. • The RGMO sends a memo to the concerned OBSU. • The RGMO links with other OBSUs and/or Development Partners to respond to the issues being raised.

How to file a complaint	<ul style="list-style-type: none"> Complaints can be addressed to the RGMO through a letter or an email.
How complaints are processed	If complaints are received, the RGMO Head gathers information and documents and may talk with the concerned RGMO staff in private to understand the reason and nature of the complaint.
Contact Information of ARTA, CSC, PCC	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565</p>

19. Standards Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO) DSWD - Field Office send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.

FEEDBACK AND COMPLAINTS MECHANISM

	<ul style="list-style-type: none"> Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO. The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.
Contact information of: ARTA, PCC, CCB	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission)- 0908-881-6565</p>

20. Sustainable Livelihood Program

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients answer the Client Satisfactory Feedback (CSF) Form and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> All CSF Forms will be validated and recorded by the SMKMU Unit Head; Feedbacks requiring actions will be discussed within the Unit for proper course of action; Feedbacks will be relayed to the concerned client; For inquiries and follow-ups, clients may contact the SMKMU through landline 8951-2806 or email at livelihood@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> Client must indicate his/he specific concern via writing/ email which must be sent to livelihood@dswd.gov.ph.
How complaints are processed	<ul style="list-style-type: none"> From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service; From email, social media, phone calls and sms: Writing formal response letter to the client to be officially sent through provided email
Contact Information of ARTA, PCC, CCB	<p>ANTI-RED TAPE AUTHORITY Email address: complaints@arta.gov.ph Contact Number: 847-850-93</p> <p>Presidential Complaint Center (PCC) Direct line: 8888</p>

	Email Address: pcc@malacañang.gov.ph Contact Center ng Bayan (CCB) before CSC (Civil Service Commission) Email address: email@contactcenterngbayan.gov.ph Contact Number: 0908-881-6565
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21. Social Marketing Service

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	OBSUs are provided with Technical Assistance Satisfaction Survey which should be answered and returned to the Division or through email at sms@dswd.gov.ph
How feedbacks are processed	The Communication Development and Research Division (CDRD) of SMS consolidates and process the Survey Forms
How to file a complaint	Complaints may be sent to the Director of SMS through sms@dswd.gov.ph
How complaints are processed	Complaints are discussed by the Director with concerned Division and staff
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph CBB: email@contactcenterngbayan.gov.ph PCC: pcc@malacanang.gov.ph SMS: sms@dswd.gov.ph ; Direct Line: (+02) 89517440; Trunk Line: (+02) 89318101 loc. 207, 208, 209

22. Social Technology Bureau

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	After provision of every Service, the Attending Action Officer or STU Staff shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed version as deemed appropriate.
<i>Paano magpadala ng fidbak o reklamo?</i>	If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box near the door of the Social Technology Bureau if applicable.

	<p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> - For verbal feedbacks: Customer may call Field Office Landlines located below. - For written feedbacks/complaints: Customer may email the concerned Field Office listed below.
How feedbacks are processed	<p>The designated STU - Anti-Red Tape Unit (ARTU) opens daily the suggestion box and compiles and records all feedback submitted.</p> <p>Every end of the Month, the designated member of STU - Anti-Red Tape Unit (ARTU) consolidates and analyzes the results of the Customer Satisfaction Survey (CSS) administered via Google Form and the Feedback received via suggestion box. The consolidated CSS Report shall be submitted to the Regional Director and the Committee on Anti-Red Tape (CART).</p> <p>The Regional Director shall forward to the STU all feedback/complaints requiring answers. The STUs are required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the Field to the feedback/complaint is then relayed to the citizen.</p> <p>The results of feedback are reported during the General Staff Meeting and/or Management Committee (ManCom) meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the Regional Office listed below.</i></p>
How to file a complaint	<p>The Complaints may be filed through the following channels: <i>[Ang mga reklamo ay maaring isumite sa mga sumusunod:]</i></p> <ul style="list-style-type: none"> • Formal channel: Email addressed to Regional Director via (please use as subject "Complaint") • Informal channels: through phone calls to concerned Regional Office listed below <i>(02) 89318144/(02) 8951-7124</i> • Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau. <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> - Staff/Person/s Involved - Incident and other facts

	- Evidence
How complaints are processed	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at socotech@dswd.gov.ph.</p>
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 • Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 • Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565

23. Social Welfare Institutional Development Bureau

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Scan QR Code posted in the Knowledge Exchange Center (KEC). KEC Librarian staff will provide the CSMS form upon return of the material. You may also send your concerns to swidb@dswd.gov.ph.</p> <p>Contact info: (02) 8 951 2805 or local 403-405, 419 VOIP:10011</p>
How feedback forms are processed	<p>Semestral, the admin officer encodes all submitted feedback and relays it to the responsible office/staff.</p> <p>The responsible office/staff answers the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/concerned staff may contact (02) 8 951 2805 or local 403-405, 419.</p>
How to file a complaint	<p>Feedback and complaints undergo the same process.</p> <p>Complaints can also be filed via telephone. Please include the following information:</p>

	-Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence <i>Same contact numbers</i>
How complaints are processed	Feedback and complaints undergo the same process.
Contact Information of the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <complaints@arta.gov.ph> 1-ARTA (2782)

LIST OF OFFICES

OFFICES	Designation	Contact Details
Office of the Secretary	Secretary	Trunk Lines: 8-931-81-01 to 07 Locals: 301, 300, 302, 303, 331; Tel. No.: 8-931-80-68, 8-931-79-16; Tel/Fax: 931-81-91 Email: osec@dswd.gov.ph
Office of Secretary	Head Executive Assistant (HEA)	Trunk Lines: 8-931-81-01 to 07 Local: 234, 235; Tel.: 8-951-68-27
Office of the Undersecretary for Social Welfare and Development	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Email: ousswd@dswd.gov.ph
Office of the Undersecretary for Standards and Capacity Building	Concurrent Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 309, 310, 311; Tel. No.: 8-951-22-39; Tel/Fax: 931-91-31 Email: ousscb@dswd.gov.ph
Office of the Undersecretary for General Administration and Support Services Group	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 312, 313; Tel/Fax: 931-91-35 Tel. No.: 8-951-71-26 Email: ousgassg@dswd.gov.ph
Office of the Undersecretary for Operations	Undersecretary and National Project Director, Pantawid Pamilyang Pilipino Program	Trunk Lines: 8-931-81-01 to 07 Locals: 306, 308; Tel. No.: 8-951-71-21; Tel/Fax: 931-81-38 Email: ousoperations@dswd.gov.ph
Office of the Undersecretary for Disaster Response Management Group	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals 334, 335; Tel/Fax: 951-71-12 Email: ousdrmg@dswd.gov.ph
Office of the Undersecretary for Policy and Plans	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 420; 421; Tel/Fax: 709-14-67 Email: ouspp@dswd.gov.ph

Office of the Undersecretary for Special Concerns	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Locals: 315, 316; Tel. No.: 8-931-91-47; Tel/Fax: 951-74-39 Email: oussc@dswd.gov.ph
Office of the Undersecretary for Special Projects	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Local 424; Tel. No.: 8-931-61-47 Email: oussp@dswd.gov.ph
Office of the Undersecretary for Inclusive and Sustainable Peace	Undersecretary	Trunk Lines: 8-931-81-01 to 07 Local 214 Email: ousisp@dswd.gov.ph
Legislative and Liason Affairs	Undersecretary	Trunk Lines: 8-931-81-01 to 07 local 420 and 421 Email: ouslla@dswd.gov.ph
Office of the Assistant Secretary for Administration - GASSG	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Local: 537, 538; Tel. No.: 8-931-63-66 Email: oasgassg@dswd.gov.ph
Office of the Assistant Secretary for Policy and Plans	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Local: 522; Tel. No.: 8-931-61-46 Email: oaspp@dswd.gov.ph
Office of the Assistant Secretary for Standards and Capacity Building	Assistant Secretary and Deputy National Program Director, Unconditional Cash Transfer National Program Management Office	Trunk Lines: 8-931-81-01 to 07 Locals: 202; 203; Tel/Fax: 951-71-17; Tel. No.: 8-931-81-23 Email: oasscb@dswd.gov.ph
Office of the Assistant Secretary for Disaster Response Management Group	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Loc. 334, 335; Tel. No./Fax.: 951-71-12 Email: oasdrmg@dswd.gov.ph
Office of the Assistant Secretary for Luzon Affairs	Officer-in-charge	Trunk Lines: 8-931-81-01 to 07 Locals: 117, 118, 314, 328; Tel. Nos.: 8-931-81-72, 8-961-87-51 Email: oasla@dswd.gov.ph
Office of the Assistant Secretary for Mindanao Affairs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Email: oasma@dswd.gov.ph
Office of the Assistant Secretary for Specialized Programs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Loc.: 236, 237; Tel./Fax: 951-71-14;

		Tel. No.: 8-951-71-11 Email: oassp@dswd.gov.ph
Office of the Assistant Secretary for Statutory Programs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07 Loc. 425; Tel. No.: 8-355-39-35 Email: oasstatutory@dswd.gov.ph
Office of the Assistant Secretary for Visayas Affairs	Assistant Secretary	Trunk Lines: 8-931-81-01 to 07
Policy Development and Planning Bureau	Concurrent Head	Trunk Lines: 8-931-81-01 to 07 Locals: 317, 318, 319, 325, 329, 320; Tel.No.: 8-951-71-23; 8-951-74-36; 8-951-71-20 Tel/Fax: 931-81-30 Email: pdpb@dswd.gov.ph
Standards Bureau	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 108, 109, 110; Tel.No. : 8-951-71-25; 8-355-28-43 Tel/Fax : 931-31-81 Email: sb@dswd.gov.ph
Disaster Response Management Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 531, 532; Tel. Nos.: 8-352-24-27; 8-335-40-14; Tel/Fax: 932-25-73 Email: drmb@dswd.gov.ph
Social Technology Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 324, 326; Tel/Fax: 951-28-02; Tel. Nos.: 8-931-81-44; 8-951-71-24 Email: stb@dswd.gov.ph
Program Management Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 407, 408, 409, 410, 426; Tel/Fax: 951-28-01; Tel. Nos.: 8-951-74-37; 8-931-91-41, 8-951-74-38, 8-277-38-81 Email: pmb@dswd.gov.ph
Social Welfare Institutional Development Bureau	Bureau Director	Trunk Lines: 8-931-81-01 to 07 Locals: 403, 404, 405; Tel/Fax: 951-28-05 Email: swidb@dswd.gov.ph
National Resource and Logistics Management Bureau	Bureau Director	Tel. Nos.: 8-852-80-81, 8-553-98-64; 8-556-06-64, 8-856-36-65, 8-355-28-49; Tel./Fax. 8 851-26-81 Email: nrlmb@dswd.gov.ph

Legal Service	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 417, 418; Tel/Fax: 951-22-38 Email: ls@dswd.gov.ph
Internal Audit Service	Director	Trunk Lines: 8-931-81-01 to 07 Locals: 230, 231; Tel. No.: 8-932-24-70; Tel/Fax: 952-97-73 Email: ias@dswd.gov.ph
Social Marketing Service	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 209, 207, 208; Tel/Fax: 951-74-40; Tel. No.: 8-931-91-43 Email: sms@dswd.gov.ph
Human Resource Management and Development Service	Service Director	Trunk Lines: 8-931-81-01 to 07 Locals: 101, 102; Tel. Nos.: 8-961-66-72; 8-961-66-59 Email: hrmds@dswd.gov.ph
Information and Communication Technology Management Service	Service Director	Trunk Lines: 8-931-81-01 to 07 Locals: 127, 128; Tel. No.: 8-951-71-22; Tel/Fax: 931-80-85 Email: ictms@dswd.gov.ph
Procurement Management Service	Concurrent Head	Trunk Lines: 8-931-81-01 to 07 Locals: 121, 122, 123, 124; Tel/Fax: 951-71-16; Tel. No.: 8-931-61-39 Email: pms@dswd.gov.ph
Administrative Service	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 535, 536; Tel/Fax: 931-81-16 Email: as@dswd.gov.ph
Finance and Management Service	Service Director	Trunk Lines: 8-931-81-01 to 07 Locals: 218, 219; Tel/Fax: 931-81-27; Tel. Nos.: 8-931-91-44, 8-931-81-49 Email: fms@dswd.gov.ph
Department Legislative Liaison Office	Officer-in-Charge	Trunk Lines: 8-931-81-01 to 07 Locals: 330 Email: dllo@dswd.gov.ph
International Social Services Office	Head / Director III	Trunk Lines: 8-931-81-01 to 07; Locals: 322, 323;

		Tel. No.: 8-951-49-22 Email: isso@dswd.gov.ph
Resource Generation and Management Office	Head	Trunk Lines: 8-931-81-01 to 07 Local: 533, 534; Tel. No.: 8952-68-34 Email: rgmo@dswd.gov.ph
National Household Targeting Office	Concurrent Head	Trunk Lines: 8-931-81-01 to 07 Local: 126; Tel/Fax: 951-28-03 Email: nhto@dswd.gov.ph
Sustainable Livelihood Program	National Program Manager	Trunk Lines: 8-931-81-01 to 07 Local: 332; Tel/Fax: 951-28-06 Email: slp@dswd.gov.ph
KALAHYAN-CIDSS NCDDP	National Program Manager	Trunk Lines: 8-931-81-01 to 07 Locals: 513, 514, 515, 527; Tel/Fax: 931-61-14, Tel. Nos.: 8-952-97-49, 8-952-06-97 Email: kc@dswd.gov.ph
Pantawid Pamilyang Pilipino Program	National Program Manager	Trunk Lines: 8-931-81-01 to 07 Locals: 233, 234, 235; Tel. Nos.: 8-962-34-24, 8-951-68-27, 8-709-10-73, 8-952-68-89, 8-952-69-29, 8-294-70-08 Email: 4ps-pmo@dswd.gov.ph
OFFICE	DESIGNATION	CONTACT DETAILS
		Tel/Fax: (072) 687-8000
FO I	Regional Director	Website: https://fo1.dswd.gov.ph
		Tel/Fax: (078) 304-05-86
FO II	Officer-In-Charge	Website: https://fo2.dswd.gov.ph
		Tel. No.: (045) 8-961-21-43 Local 108
FO III	Regional Director	Website: https://fo3.dswd.gov.ph
		Tel/Fax: (02) 807-71-02
FO IV-A	Regional Director	Website: https://fo4a.dswd.gov.ph
		Tel. No.: (02) 8-525-24-45 Local 110
FO IV-B	Regional Director	Website: https://fo4b.dswd.gov.ph
		Tel. No.: (052) 8-480-04-25
FO V	OIC - Regional Director	Website: https://fo5.dswd.gov.ph

FO VI	Regional Director	Tel. No. : (033) 8-503-37-03
		Direct Line: (033) 8-337-62-21
		Website: https://fo6.dswd.gov.ph
FO VII	Regional Director	Tel. No.: (032) 8-231-21-72
		Website: https://fo7.dswd.gov.ph
FO VIII	OIC - Regional Director	Tel/Fax: (053) 321-30-90
		Website: https://fo8.dswd.gov.ph
FO IX	OIC - Regional Director	Tel/Fax: (062) 991-10-01
		Website: https://fo9.dswd.gov.ph
FO X	Regional Director	Trunkline: (088) 8-858-81-34; 8-858-89-59
		Website: https://fo10.dswd.gov.ph
FO XI	Regional Director	Tel/Fax: (082) 226-28-57
		Website: https://fo11.dswd.gov.ph
FO XII	Regional Director	Tel. No.: (083) 8-228-20-86
		Website: https://fo12.dswd.gov.ph
NCR	Regional Director	Tel. Nos.: (02) 8-733-00-10 to 14
		Website: https://ncr.dswd.gov.ph
FO CARAGA	Officer-in-Charge	Tel. No.: (085) 8-342-5619
		Website: https://caraga.dswd.gov.ph
FO CAR	Regional Director	Tel/Fax: (074) 446-59-61
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