

Department of Social Welfare and Development
National Capital Region

FOR : ALL CENTER/RESIDENTIAL CARE FACILITIES
ALL UNITS/SECTIONS
ALL RPMOs (Pantawid, SLP and RCTSU)

FROM : THE REGIONAL DIRECTOR

SUBJECT : Business Process and Requirements Analysis (BPRA) and Process Flow Chart

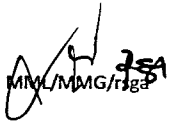
DATE : January 3, 2018


This is to share with you the approved BPRA and Process Flow Chart of Standards Unit as per result of the Monitoring and Evaluation Workshop on the Preparation of Business Process and requirements Analysis and Process Flow Chart held on July 21, 2017 at Icon Hotel as follows:

- ✓ Application for Accreditation of Social Work managing Court Cases (SWMCC)
- ✓ Application for Issuance of Registration/RL Certificate
- ✓ Application for Public Solicitation

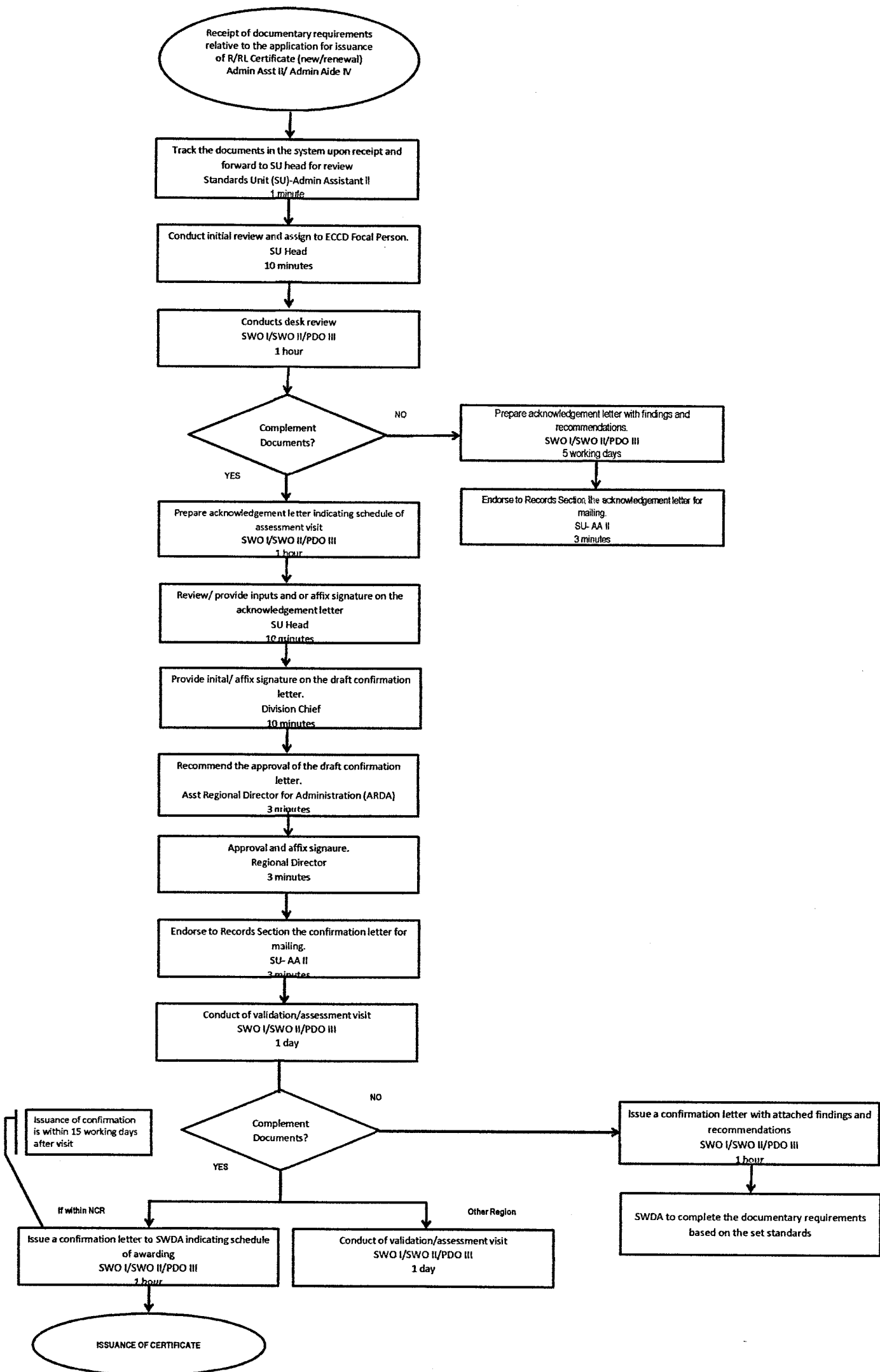
For your information and guidance.


VINCENT ANDREW T. LEYSON


MML/MMG/rsp

DSWD-NCR
JAN 05 2018
BY: 
RTO

Process Flow Chart on Application for Issuance of Registration/ RL Certificate



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

National Capital Region

Legarda, Manila

BUSINESS PROCESS AND REQUIREMENTS ANALYSIS OF STANDARDS UNIT

REGISTRATION CERTIFICATE/ REGISTRATION CERTIFICATE AND LICENSE TO OPERATE

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
1. Receipt of documentary requirements relative to the application for issuance of R/RL Certificate (new/renewal) for tracking;	SU- AAI	1 minute	Tracked application (new/renewal) of SWDAs	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
2. Forward documentary requirements to SU-Head for Initial review;	SU- AAI	1 minute	Tracked application (new/renewal) of SWDAs	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
3. Initial review of documentary requirements and assign to Swo I/SWO II/ PDO III for thorough review;	Head, Standards Unit	5 mins	Application of SWDA assigned to SU staff for desk review	AO 16 series of 2012	Checklist of Requirements	Ball-pen, paper	Assessment
4. Forward initially reviewed documents to SU- AAI for tracking;	Head, Standards Unit	1 minute	Tracked application (new/renewal) of SWDAs assigned to SU staff	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
5. Forward initially reviewed documents to concerned staff;	SU- AAI	1 minute	Tracked application (new/renewal) of SWDAs assigned to SU staff	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
6. Receipt and initial desk review of documents;	SWO I/ SWO II/ PDO III	1 hour	Filled-out checklist of requirements with or without lacking docs for compliance	AO 16 series of 2012	Checklist of Requirements	Ball-pen, paper	Analytical Thinking
7. Prepare acknowledgement letter with comments and recommendation on the submitted documents for compliance of SWDA and indicating schedule of visit;	SWO I/ SWO II/ PDO III	1 hour	Draft Acknowledgement letter	AO 16 series of 2012	Microsoft Word	Computer, paper, pen and printer	Technical Writing and Assessment

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
8. Forward draft acknowledgement letter to SU-AAII for tracking;	SU- AAI	1 minute	Tracked the draft acknowledgement letter	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
9. Forward the draft acknowledgement letter to SU Head for review and Initial;	SU- AAI	1 minute	Tracked the draft acknowledgement letter for review and Inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
10. Review and provide inputs on the draft acknowledgement letter; if with comments, proceed to task no. 10.1 if without comments, proceed to task no. 11	Head, Standards Unit	5 minutes	Reviewed the draft acknowledgement letter with comments/inputs or Initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
10.1 Return the reviewed acknowledgement letter to SU- AAI for tracking;	Head, Standards Unit	1 minute	Tracked the draft acknowledgement letter with comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
10.2 Return the reviewed acknowledgement letter to assigned staff;	SU- AAI	1 minute	Tracked the draft acknowledgement letter with comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
10.3 Enhancement of the acknowledgement letter;	SWO I/ SWO II/ PDO III	5 minutes	Enhanced the draft acknowledgement letter based on the comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
10.4 Forward enhanced draft acknowledgement letter to SU-AAII for tracking;	SWO I/ SWO II/ PDO III	1 minute	Tracked the enhanced draft acknowledgement letter based on the comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
10.5 Forward enhanced draft acknowledgement letter to SU Head for review and Initial;	SU- AAI	1 minute	Tracked the enhanced draft acknowledgement letter based on the comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
10.6 Review of the enhanced draft acknowledgement letter for Initial;	Head, Standards Unit	5 minutes	Reviewed draft acknowledgement letter for inputs/ comments or Initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
11. Forward the signed draft acknowledgement letter to SU-AAI for tracking;	Head, Standards Unit	1 minute	Tracked the draft acknowledgement letter with Initial of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
12. Endorse signed draft acknowledgement letter to the Division Chief's Office;	SU- AAI	1 minute	Tracked the draft acknowledgement letter with Initial of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
13. Receipt and forward the draft acknowledgement letter from SU to Division Chief;	DC-AAIV	1 minute	Tracked the draft acknowledgement letter with Initial of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
14. Review and affix initials on the draft acknowledgement letter; if with comments, proceed to task no. 14.1 if without comments, proceed to task no. 15	Division Chief, IDD	10 minutes	Reviewed draft acknowledgement letter for inputs/ comments or Initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
14.1 Return the reviewed acknowledgement letter to DC-AAIV for tracking;	Division Chief, IDD	1 minute	Tracked the draft acknowledgement letter with inputs/comments of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
14.2 Return the reviewed acknowledgement letter to SU-AAI;	DC-AAIV	1 minute	Tracked the draft acknowledgement letter with inputs/comments of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
15. Forward signed acknowledgement letter to DC-AAIV for tracking;	Division Chief, IDD	1 minute	Tracked the draft acknowledgement letter with Initial of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
16. Endorse signed acknowledgement letter to ARDA-AAI for tracking;	DC-AAIV	1 minute	Tracked the draft acknowledgement letter with Initial of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
17. Forward the signed acknowledgement letter to ARDA;	ARDA-AAI	1 minute	Tracked the draft acknowledgement letter with initial of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
18. Review and affix signature on the acknowledgement letter; If with comments, proceed to task no. 18.1 If without comments, proceed to task no. 19	ARDA	5 minutes	Reviewed draft acknowledgement letter for inputs/ comments or Initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
18.1 Return the reviewed acknowledgement letter to ARDA-AAI for tracking;	ARDA	1 minute	Tracked the draft acknowledgement letter with inputs/comments of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
18.2 Return the reviewed acknowledgement letter to SU-AAI;	ARDA-AAI	1 minute	Tracked the draft acknowledgement letter with inputs/comments of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
19. Forward signed acknowledgement letter to ARDA-AAI for tracking;	ARDA	1 minute	Tracked the draft acknowledgement letter with initial of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
20. Forward signed acknowledgement letter to SU-AAI;	ARDA-AAI	1 minute	Tracked the draft acknowledgement letter with initial of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
23. Endorsed signed acknowledgement letter to RD-AAI;	SU- AAI	1 minute	Tracked the final acknowledgement letter with initial of ARDA for logo	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
24. Review and approval of the acknowledgement letter;	Regional Director	5 minutes	Tracked the final acknowledgement letter to SWDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
25. Forward approved acknowledgement letter to RD-AAI for tracking;	Regional Director	1 minute	Tracked the acknowledgement letter to SWDA signed by RD	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
26. Endorsed approved acknowledgement letter to SU-AAI;	RD-AAI	1 minute	Tracked the acknowledgement letter to SWDA signed by RD	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
27. Forward of acknowledgement letter to Records Section;	SU-AA II	1 minute	Tracked the acknowledgement letter to SWDA signed by RD	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
VALIDATION AND OCULAR INSPECTION							
28. Conduct of ocular inspection and validation visit;	SWO I/ SWO II/ PDO III	1 day	Visited area as basis of assessment report for issuance of R/L Certificate or for endorsement to Standards Bureau	AO 16 series of 2012	none	Ball-pen, paper	Analytical Thinking
29. Preparation of assessment/ validation report and confirmation letter;	SWO I/ SWO II/ PDO III	1 day	Draft assessment/ validation report and confirmation letter	AO 16 series of 2012	Microsoft Word	Computer, ball-pen, paper	Technical Writing and Assessment
30. Forward draft assessment/ validation report and confirmation letter to SU-AAII for tracking;	SU- AAll	1 minute	Tracked the draft assessment/ validation report and confirmation letter for SWDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
31. Forward draft assessment/ validation report and confirmation letter to SU Head;	SU- AAll	1 minute	Tracked the draft assessment/ validation report and confirmation letter for review and inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
32. Review and affix signature on the draft assessment/ validation report and confirmation letter; If with comments, proceed to task no.32.1 If without comments, proceed to task no. 33	Head, Standards Unit	5 minutes	Reviewed the draft assessment/ validation report and confirmation letter with comments/inputs or initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
32.1 Return the reviewed assessment/ validation report and confirmation letter to SU- AAll for tracking;	Head, Standards Unit	1 minute	Tracked the draft assessment/ validation report and confirmation letter with comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
32.2 Return the reviewed assessment/ validation report and confirmation letter to assigned SWO II;	SU- AAll	1 minute	Tracked the draft assessment/ validation report and confirmation letter with comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
32.3 Enhancement of the assessment/ validation report and confirmation letter;	SWO I/ SWO II/ PDO III	30 minutes	Enhanced the draft assessment/ validation report and confirmation letter based on the comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
32.4 Forward enhanced draft assessment/ validation and confirmation letter report to SU-AAll for tracking;	SWO II	1 minute	Tracked the enhanced draft assessment/ validation report and confirmation letter based on the comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
32.5 Forward enhanced draft assessment/ validation report and confirmation letter from SU-AAll to SU Head for review and Initial;	SU- AAll	1 minute	Tracked the enhanced draft assessment/ validation report and confirmation letter based on the comments/inputs of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
32.6 Review and affix signature on the enhanced draft assessment/ validation report and confirmation letter;	Head, Standards Unit	10 minutes	Reviewed draft assessment/ validation report and confirmation letter for inputs/ comments or Initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
33. Forward the signed assessment/ validation report and confirmation letter to SU-AAll for tracking;	Head, Standards Unit	1 minute	Tracked the draft assessment/ validation report and confirmation letter with Initial of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization
34. Endorse the signed assessment/ validation report and confirmation letter to the Division Chief's Office;	SU- AAll	1 minute	Tracked the draft assessment/ validation report and confirmation letter with Initial of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball- pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
35. Forward the signed assessment/ validation report and confirmation letter to Division Chief;	DC-AAIV	1 minute	Tracked the draft assessment/ validation report and confirmation letter with Initial of SU Head	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
36. Review and affix signature on the assessment/ validation report and confirmation letter; If with comments, proceed to task no.36.1 If without comments, proceed to task no. 37	Division Chief, IDD	5 minutes	Reviewed draft assessment/ validation report and confirmation letter for inputs/ comments or Initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
36.1 Return the reviewed assessment/ validation report and confirmation letter to DC-AAIV;	Division Chief, IDD	1 minute	Tracked the draft assessment/ validation report and confirmation letter with inputs/comments of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
36.2 Return the reviewed assessment/ validation report and confirmation letter to SU-AAII;	DC-AAII	1 minute	Tracked the draft assessment/ validation report and confirmation letter with inputs/comments of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
37. Forward the signed assessment/ validation report and confirmation letter to DC-AAII for tracking;	Division Chief, IDD	1 minute	Tracked the draft assessment/ validation report and confirmation letter with Initial of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
38. Endorse signed assessment/ validation report and confirmation letter to ARDA-AAI for tracking;	DC-AAIV	1 minute	Tracked the draft assessment/ validation report and confirmation letter with Initial of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
39. Forward the signed assessment/ validation report and confirmation letter to ARDA;	ARDA-AAI	1 minute	Tracked the draft assessment/ validation report and confirmation letter with Initial of DC	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
40. Review and affix signature on the assessment/ validation report and confirmation letter; if with comments, proceed to task no. 40.1 If without comments, proceed to task no. 41	ARDA	5 minutes	Reviewed draft assessment/ validation report and confirmation letter for inputs/ comments or initial	AO 16 series of 2012	None	Paper and Pen	Analytical Thinking
40.1 Return the reviewed assessment/ validation report and confirmation letter to the ARDA-AAI for tracking;	ARDA	1 minute	Tracked the draft assessment/ validation report and confirmation letter with inputs/comments of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
40.2 Return the reviewed assessment/ validation report and confirmation to SU-AAII;	ARDA-AAI	1 minute	Tracked the draft assessment/ validation report and confirmation letter with inputs/comments of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
41. Endorse the signed assessment/ validation report and confirmation letter to ARDA-AAI for tracking;	ARDA	1 minute	Tracked the draft assessment/ validation report and confirmation letter with initial of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
42. Forward the signed assessment/ validation report and confirmation letter to SU-AAII for tracking;	ARDA-AAI	1 minute	Tracked the draft assessment/ validation report and confirmation letter with initial of ARDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
43. Forward the signed assessment/ validation and confirmation letter report from ARDA to SWO II for logo;	SU-AAII	1 minute	Tracked the final assessment/ validation report and confirmation letter with initial of ARDA for logo	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
44. Forward the assessment/ validation report and confirmation letter to SU-AAII for tracking;	SU-AAII	1 minute	Tracked the final assessment/ validation report and confirmation letter to SWDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
45. Forward the assessment/ validation report and confirmation letter to the Regional Director's office;	SU-AAII	1 minute	Tracked the final assessment/ validation report and confirmation letter to SWDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization

TASK	RESPONSIBLE PERSON	TIME FRAME	OUTPUT	POLICY	APPLICATION	MATERIAL/INFRA	COMPETENCY
46. Forward the confirmation letter and R/L Certificate from RD-AAII to RD for approval and signature;	RD-AAII	1 minute	Tracked the confirmation letter and R/L Certificate	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
47. Forward the signed confirmation letter with R/L Certificate to RD-AAII for tracking;	RD	1 minute	Tracked the signed confirmation letter and R/L Certificate for the SWDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
48. Forward the signed confirmation letter & R/L Certificate to SU-AAII for tracking;	RD-AAII	1 minute	Tracked the confirmation letter and R/L Certificate signed by the Regional Director	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
49. Forward the signed confirmation letter to SWDAs through Records Section;	SU AA II	5 minutes	Tracked the signed confirmation letter to SWDA	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization
50. Awarding of R/L Certificate to SWDAs.	SWO I/ SWO II/ PDO III	2 hours	Issued the R/L Certificate to SWDAs	AO 16 series of 2012	none		
For Endorsement to Standards Bureau							
51. Forward the signed assessment report with the attached documentary requirements to Records Section for endorsement to Standards Bureau.	SU AA II	5 minutes	Endorsed the assessment report to Standards Bureau	AO 16 series of 2012	Microsoft Excel	Computer, Log book, ball-pen, Stamp pad	Organization

Prepared by:

MARJORIE C. DE GUZMAN
Social Welfare Officer I

Reviewed by:

VIRGINIA C. DANILES
Head, Standards Unit

Recommending Approval:

ADA A. COLICO
IDD Division Chief, SWOV

Approved by:

VINCENT ANDREW T. LEYSON
Regional Director

MANUELA M. LOZA
Assistant Regional Director for Administration