

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

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

<b>Office or Division:</b>	DSWD Field Office – Standards Section <i>(Covering the area of operation if operating <b>only in one</b> (1) region)</i>	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	ALL Private SWDAs Intending to Operate	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. One (1) Duly Accomplished and Notarized Application Form	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila  <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%202.%20DSWD-RLA-F002%20Application%20Form%20for%20Licensing">https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing</a></li> </ul>	
2. One (1) set of the following Basic Documents: <ol style="list-style-type: none"> <li>a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable</li> <li>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>c. Profile of Board of Trustees</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%204.%20DSWD-RLA-F004%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> </ul>	

<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"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2021.%20DSWD-RLA-F021%20Profile%20of%20Governing%20Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a></li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• Board resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%209.%20DSWD-RLA-F009%20Work%20and%20Financial%20Plan">https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> </ul>
<p>3. <b>ADDITIONAL REQUIREMENTS</b></p> <p>a. <b>Basic Documents</b></p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. <b>For Applicant SWA's implementing Child Placement Services</b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%207.%20DSWD-RLA-F007%20List%20of%20Main%20and%20Satellite%20Office">https://www.dswd.gov.ph/downloads-2/Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</a></li> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> </ul>

Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.

**c. Documents Establishing Corporate Existence and Regulatory Compliance**

1. For those operating in more than one region:

Validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.

There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.

2. For Center Based (*Residential and Non-Residential Based*)

Copy of the valid safety certificates namely:

a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)

b. Fire Safety Inspection Certificate

• <https://www.dswd.gov.ph/downloads-2/>  
*Annex 22. DSWD-RLA-F022 Profile of Employees*

• <https://www.dswd.gov.ph/downloads-2/>  
*Annex 23. DSWD-RLA-F023 ABSNET Active Membership*

c. Water Potability  
Certificate or Sanitary  
Permit

3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.

4. For applicant with past and current partnership with the DSWD that involved transfer of funds

a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation

- 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.

Government Agency where the Organization implemented or implements projects and programs.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances )	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website/ Standards Section	1.1 Provides client application form, and checklist of requirements and technical assistance	None	*10 minutes	<i>Officer of the Day/ Standards Section</i>
<b>STEP 2:</b> 1.1 Submit/ file application and supporting documents.	2.2 Officer of the day initially review completeness of documents and provide Technical Assistance if necessary  2.3 <b>If complete documents.</b> 2.3.1 Receive application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section 2.3.2 Assign the application document to one of the technical staff	None	*20 minutes	<i>Officer of the day (Standards Section- Field Office)</i>  <i>Support Staff in charge of all incoming documents</i>  Standards Section- Field Office

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	<p><b>2.4 If incomplete and not compliant</b></p> <p>2.3.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
<p><b>STEP 3:</b> If Complete, Settle the required processing fee.</p>	<p>Prepare Billing Statement and instruct applicant to proceed to the Cashier Section</p>	<p>None</p>	<p>*10 minutes</p>	<p><i>Support staff</i> (Standards Section)</p>
	<p>Process payment and issues Official Receipt.</p>	<p>₱1,000.00</p>		<p>Cashier Section</p>
<p><b>STEP 4:</b> Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).</p>	<p>Acknowledge the photocopy of the Official Receipt from the applicant Organization.</p>	<p>None</p>	<p>*5 Minutes</p>	<p><i>Support staff</i> (Standards Section)</p>
<p><b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b></p>				
<p><b>STEP 5:</b> Wait for the result of the documents review and notice of validation assessment.</p>	<p><b>5.1</b> 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. Applicant must be</p>	<p>None</p>	<p>5 working days</p>	<p><i>Technical Staff</i> (Standards Section- Field Office)</p>

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	<p>engaged mainly or generally in Social Welfare and Development Activities.</p> <p>ii. In case a <b>new applicant SWDA</b> applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while</p>			

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	<p>thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></i></p> <p><b>5.2If complete and compliant</b></p> <p>5.2.1 Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>5.3If found with for compliance,</b></p> <p><b>5.3.1</b> Acknowledgement Letter prepared shall</p>			



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	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.			
	<b>5.4</b> Review and approval of the Acknowledgement Letter including its attachments)	None	2 working days	<i>Section Head/Division Chief/Regional Director</i>  (Standards Section- Field Office)
<b>STEP 6:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	<i>Technical Staff</i>  Standards Section- Field Office)
<b>STEP 7:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1-2 working days per agreed schedule (depending on the program coverage)	<i>Technical Staff</i>  Standards Section- Field Office
<b>STEP 8:</b> Awaits the result of the	<b>8.1</b> Prepare Confirmation Report	None	5 working days	<i>Technical Staff / Standards</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances )	PERSON RESPONSIBLE
licensing assessment	<p><b>8.1.1 If favourable</b>, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p><b>8.1.2 If not favourable</b>, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>			Section- Field Office
	<p><b>8.2</b> If favourable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p><b>8.3</b> If unfavourable, review and approval of the Confirmation Report.</p>	None		<p><i>Section Head/Division Chief/ Regional Director</i></p> <p>(Standards Section- Field Office)</p>
	<p>8.4. If favourable, for approval and signature of the Certificate of License to Operate.</p> <p>8.5 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA</p>		<b>6</b> working days	<p><i>Regional Director</i></p> <p>(Standards Section- Field Office)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances )	PERSON RESPONSIBLE
	<p>through email and via courier.</p> <p>8.6 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)</p>		1 working day (depending on the choice of the applicant)	<p><i>Support Staff</i></p> <p>Standards Section- Field Office</p>
<p align="center"><b>TOTAL</b></p> <p align="center"><b>For Complete and Compliant:</b></p>		<p align="center"><b>₱1,000.00</b></p>	<p align="center"><b>20 working days</b></p>	
<p align="center"><b>For SWDAs with for compliance</b></p>		<p align="center"><b>₱1,000.00</b></p>	<p align="center"><b>20 working days</b></p>	
<p align="center"><b>For Incomplete Submission:</b></p>		<p align="center"><b>None</b></p>	<p align="center"><b>30 minutes</b></p>	
<p align="center"><b>B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:</b></p>				
<p><b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to:</p> <p><b>STANDARDS SECTION (Room 204)</b></p> <p>DSWD- Field Office</p>	<p>1.1 Log receipt into the Document Tracking System (DTS) for Standards Bureau.</p> <p>1.2 Assign the application document to one of the technical staff</p>	<p align="center">None</p>	<p align="center">*10 minutes</p>	<p><i>Support Staff in-charge of incoming documents</i></p> <p>Standards Section- Field Office)</p>

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<p>NCR</p> <p>389 San Rafael cor. Legarda St. Sampaloc Manila</p>				
<p><b>STEP 2:</b> Submit/ file application and supporting documents</p>	<p>2.1 Technical Staff review completeness of documents and provide Technical Assistance if necessary:</p> <p><b>2.2 If complete documents.</b></p> <p>2.2.1 Schedule of accreditation visit</p> <p><b>2.3 If incomplete</b></p> <p>2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. An acknowledgement letter with findings and recommendations signed by the Regional Director shall be prepared</p>	<p>None</p>	<p>3 Working days (if complete )</p> <p>5 working days (if incomplete)</p>	<p><i>Technical Staff Standards Section</i></p> <p><i>Technical Staff/ Section Head/ Division Chief/ Regional Director</i></p>
<p><b>STEP 3:</b> Settle the required processing fee.</p>	<p>3.1 Notify the Applicant (both with complete and incomplete application documents) Organization that they</p>	<p>₱1,000.00</p>	<p>1 day</p>	<p><i>Technical Staff and Support Staff Standards</i></p>

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	<p>have to settle their processing fee to the Cashier Section of DSWD Field Office NCR located at Ground Floor.</p> <p>1.1.1 Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Note: The processes shall only take place once the applicant organization settle its payment.</b></p>			Section-Field Office
<p><b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR)</p>	<p>1.1 Acknowledge/Receive the copy of Official Receipt from the SWDA.</p>	None	*15 Minutes	<p>Support Staff in charge of incoming documents Standards Section- Field Office</p> <p>SWDA</p>

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<p><b>Note: The DSWD will implement 4:00pm cut-off on the submitted complete documents which includes the payment of processing fees. Applications received after 4:00pm shall be considered as a next working day transaction.</b></p>				
<p><i>Follow Step 5 to Step 8 of licensing process under walk-in applicants</i></p>				
<p><b>TOTAL</b></p> <p>For Complete and Compliant:</p>		<p>₱1,000.00</p>	<p>20 working days</p>	
<p>For Incomplete Submission:</p>		<p>None</p>	<p>20 working days</p>	

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