

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

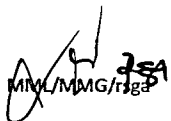
DATE : January 3, 2018

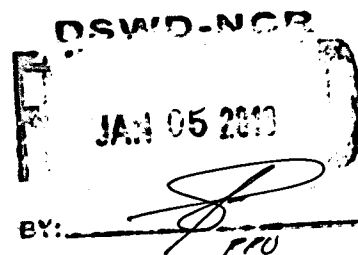
This is to share with you the approved BPRA and Process Flow Chart of Standards Unit as per result of the Monitoring and Evaluation Workshop on the Preparation of Business Process and requirements Analysis and Process Flow Chart held on July 21, 2017 at Icon Hotel as follows:

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

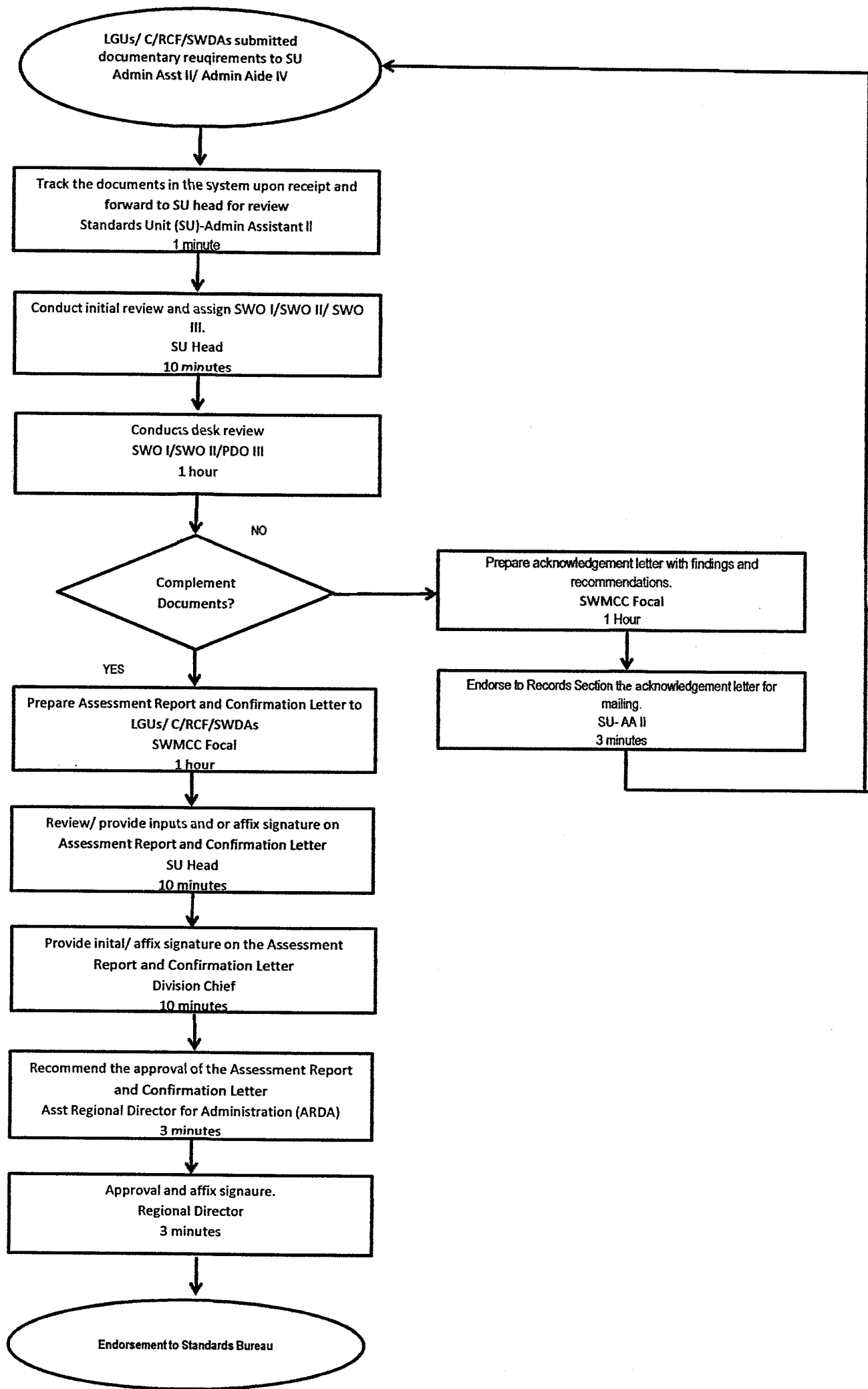
For your information and guidance.


VINCENT ANDREW T. LEYSON


MML/MMG/rsg



Process Flow Chart on Application for Accreditation of Social Work Managing Court Cases (SWMCC)



| | | | | | | | |
|--|---------------------------|------------|--|---------------------|---------------------------|---|----------------------------------|
| DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT | | | | | | | |
| National Capital region | | | | | | | |
| Legarda, Manila | | | | | | | |
| BUSINESS PROCESS AND REQUIREMENTS ANALYSIS OF STANDARDS UNIT | | | | | | | |
| SOCIAL WORKER MANAGING COURT CASES | | | | | | | |
| A. LETTER OF APPLICATION/DOCUMENTS | | | | | | | |
| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
| 1.Receipt of PMC application / documents; | SU- AAll | 1 minute | Tracked application Documents | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organisation |
| 2. Forward receipt of the application /documents to SU Head; | SU- AAll | 1 minute | Tracked application Documents | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organisation |
| 3. Initial review of application/documents and assign the application to SWO II; | Head, Standards Unit | 5 minutes | Assigned PMC application/ documents for Initial desk review | AO 1 series of 2008 | Checklist of Requirements | Ball-pen, paper | Assessment |
| 4. Forward initially reviewed documents to SU- AAll for tracking; | SU- AAll | 1 minute | Tracked documents with Inputs/ directives | AO 1 series of 2008 | Microsoft Excell | Computer, Log book, ball-pen, Stamp pad | Organisation |
| 5. Forward initially reviewed document to SWO II; | SU- AAll | 1 minute | Tracked documents assigned to SWO II | AO 1 series of 2008 | Microsoft Excell | Computer, Log book, ball-pen, Stamp pad | Organisation |
| 6. Receipt and Initial desk review of documents; | Social Welfare Officer II | 30 minutes | Filled-out checklist of requirements with or without lacking docs for compliance | AO 1 series of 2008 | Checklist of Requirements | Ball-pen, paper | Organisation |
| 7. Prepare draft acknowledgement/ endorsement letter; | Social Welfare Officer II | 30 minutes | Draft acknowledgement/ endorsement letter | AO 1 series of 2008 | Microsoft Word | Computer, paper, pen and printer | Technical Writing and Assessment |
| 8. Forward draft acknowledgement/ endorsement letter to SU-AAll for tracking; | Social Welfare Officer II | 1 minute | Tracked the draft acknowledgement/ endorsement letter | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 9. Forward draftacknowledgement/ endorsement letter to SU Head for comments/ inputs and initial; | SU- AAll | 1 minute | Tracked the draft acknowledgement/ endorsement letter | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |

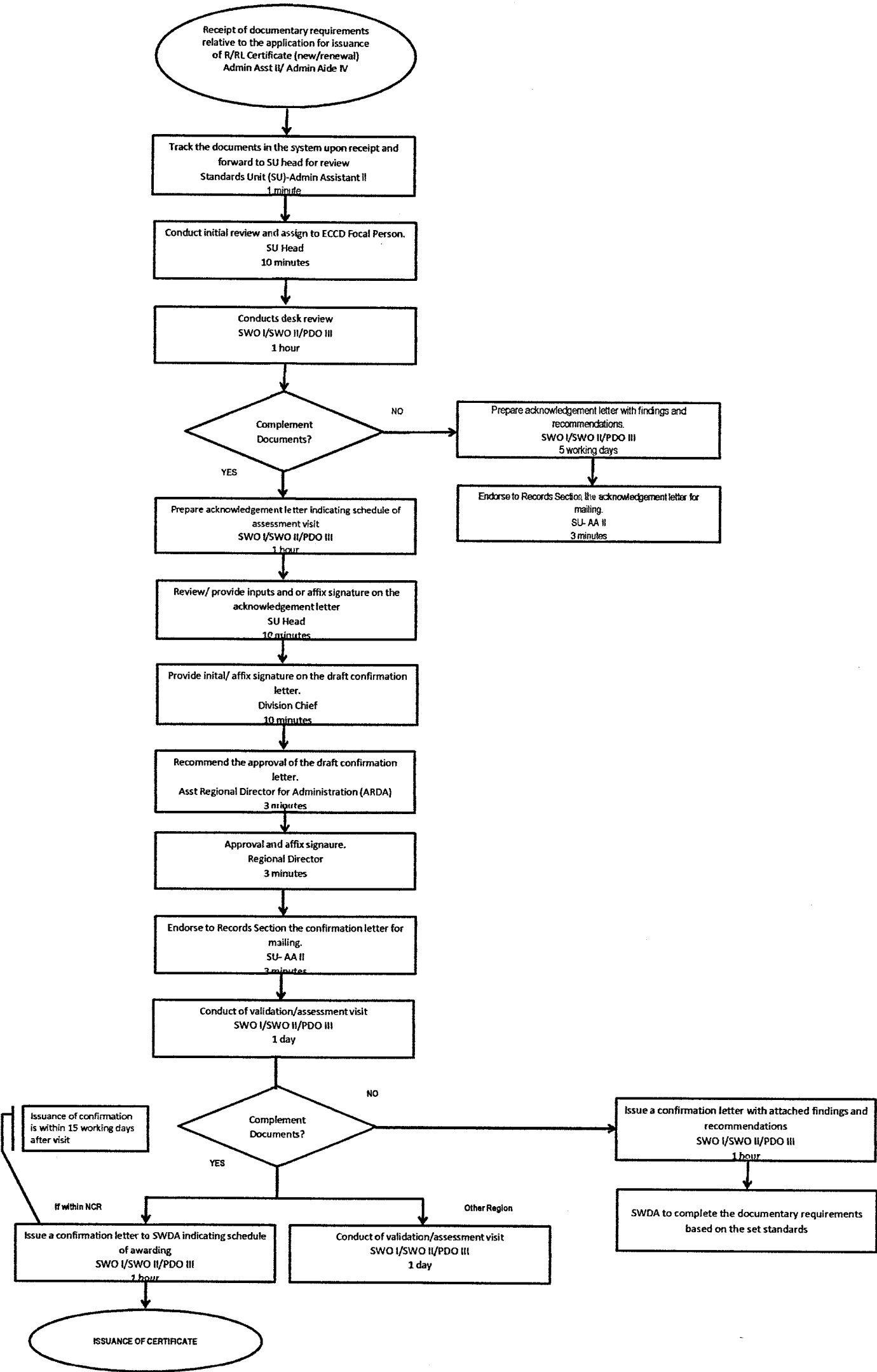
| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|--|---------------------------|------------|--|---------------------|-----------------|---|---------------------|
| 10. Review and provide inputs on the draft acknowledgement/ endorsement letter; If with comments, proceed to task no. 10.1 If without comments, proceed to task no. 11 | Head, Standards Unit | 10 minutes | Reviewed the draft acknowledgement/ endorsement letter with comments/ Inputs or Initial | AO 1 series of 2008 | None | Paper and Pen | Analytical Thinking |
| 10.1. Return the reviewed acknowledgement/ endorsement letter to SU- AAll for tracking; | Head, Standards Unit | 1 minute | Tracked the draft acknowledgement/ endorsement letter with comments/Inputs of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.2. Return the reviewed acknowledgement/ endorsement letter to assigned staff; | SU- AAll | 1 minute | Tracked the draft acknowledgement/ endorsement letter with comments/Inputs of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.3. Enhancement of the acknowledgement/ endorsement letter; | Social Welfare Officer II | 5 minutes | Enhanced the draft acknowledgement/ endorsement letter based on the comments/Inputs of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.4. Forward enhanced draft acknowledgement/ endorsement letter to SU-AAll for tracking; | Social Welfare Officer II | 1 minute | Tracked the enhanced draft acknowledgement/ endorsement letter based on the comments/Inputs of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.5. Forward enhanced draft acknowledgement/ endorsement letter to SU Head for review and Initial; | SU- AAll | 1 minute | Tracked the enhanced draft acknowledgement/ endorsement letter based on the comments/Inputs of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.6. Review of the enhanced draft acknowledgement/ endorsement letter for Initial; | Head, Standards Unit | 5 minutes | Reviewed draft acknowledgement/ endorsement letter for inputs/ comments or Initial | AO 1 series of 2008 | None | Paper and Pen | Analytical Thinking |

| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|--|----------------------|------------|--|---------------------|-----------------|---|---------------------|
| 11. Forward the signed draft acknowledgement/ endorsement letter to SU-AAI for tracking; | Head, Standards Unit | 1 minute | Tracked the draft acknowledgement/ endorsement letter with Initial of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 12. Endorse signed draft acknowledgement/ endorsement letter to the Division Chief's Office; | SU- AAI | 1 minute | Tracked the draft acknowledgement/ endorsement letter with Initial of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 13. Receipt and forward the draft acknowledgement/ endorsement letter from SU to Division Chief; | DC-AAIV | 1 minute | Tracked the draft acknowledgement/ endorsement letter with Initial of SU Head | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 14. Review and affix initials on the draft acknowledgement/ endorsement letter; if with comments, proceed to task no. 14.1 14.1 If without comments, proceed to task no. 15 | Division Chief, IDD | 10 minutes | Reviewed draft acknowledgement/ endorsement letter for inputs/ comments or Initial | AO 1 series of 2008 | None | Paper and Pen | Analytical Thinking |
| 14.1 Return the reviewed acknowledgement/ endorsement letter to DC-AAIV for tracking; | Division Chief, IDD | 1 minute | Tracked the draft acknowledgement/ endorsement letter with inputs/comments of DC | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 14.2 Return the reviewed acknowledgement/ endorsement letter to SU-AAI; | DC-AAIV | 1 minute | Tracked the draft acknowledgement/ endorsement letter with inputs/comments of DC | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 15. Forward signed acknowledgement/ endorsement letter to DC-AAIV for tracking; | Division Chief, IDD | 1 minute | Tracked the draft acknowledgement/ endorsement letter with Initial of DC | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 16. Endorse signed acknowledgement/ endorsement letter to ARDA-AAI for tracking; | DC-AAIV | 1 minute | Tracked the draft acknowledgement/ endorsement letter with Initial of DC | AO 1 series of 2008 | 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/ endorsement letter to ARDA; | ARDA-AAI | 1 minute | Tracked the draft acknowledgement/ endorsement letter with initial of DC | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 18. Review and affix signature on the acknowledgement/ endorsement letter; if with comments, proceed to task no. 18.1 18.1 If without comments, proceed to task no. 19 | ARDA | 5 minutes | Reviewed draft acknowledgement/ endorsement letter for inputs/ comments or initial | AO 1 series of 2008 | None | Paper and Pen | Analytical Thinking |
| 18.1 Return the reviewed acknowledgement/ endorsement letter to ARDA-AAI for tracking; | ARDA | 1 minute | Tracked the draft acknowledgement/ endorsement letter with inputs/comments of ARDA | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 18.2 Return the reviewed acknowledgement/ endorsement letter to SU-AAI; | ARDA-AAI | 1 minute | Tracked the draft acknowledgement/ endorsement letter with inputs/comments of ARDA | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 19. Forward signed acknowledgement/ endorsement letter to ARDA-AAI for tracking; | ARDA | 1 minute | Tracked the draft acknowledgement/ endorsement letter with initial of ARDA | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 20. Forward signed acknowledgement/ endorsement letter to SU-AAI; | ARDA-AAI | 1 minute | Tracked the draft acknowledgement/ endorsement letter with initial of ARDA | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 23. Endorsed signed acknowledgement/ endorsement letter to RD-AAI; | SU- AAI | 1 minute | Tracked the final acknowledgement/ endorsement letter with initial of ARDA for logo | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 24. Review and approval of the acknowledgement/ endorsement letter; | Regional Director | 5 minutes | Tracked the final acknowledgement/ endorsement letter | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 25. Forward approved acknowledgement/ endorsement letter to RD-AAI for tracking; | Regional Director | 1 minute | Tracked the acknowledgement/ endorsement letter signed by RD | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |

| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|--|--------------------|------------|---|---------------------|-----------------|---|--------------|
| 26. Endorsed approved acknowledgement/ endorsement letter to SU-AAII; | RD-AAII | 1 minute | Tracked the acknowledgement/ endorsement letter signed by RD | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 27. Forward endorsement letter with attached supporting documents to Standards Bureau thru Records Section | SU-AA II | 1 minute | Tracked the acknowledgement/ endorsement letters signed by RD | AO 1 series of 2008 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |

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; III | 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- AAII | 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- AAII | 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- AAII 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 |

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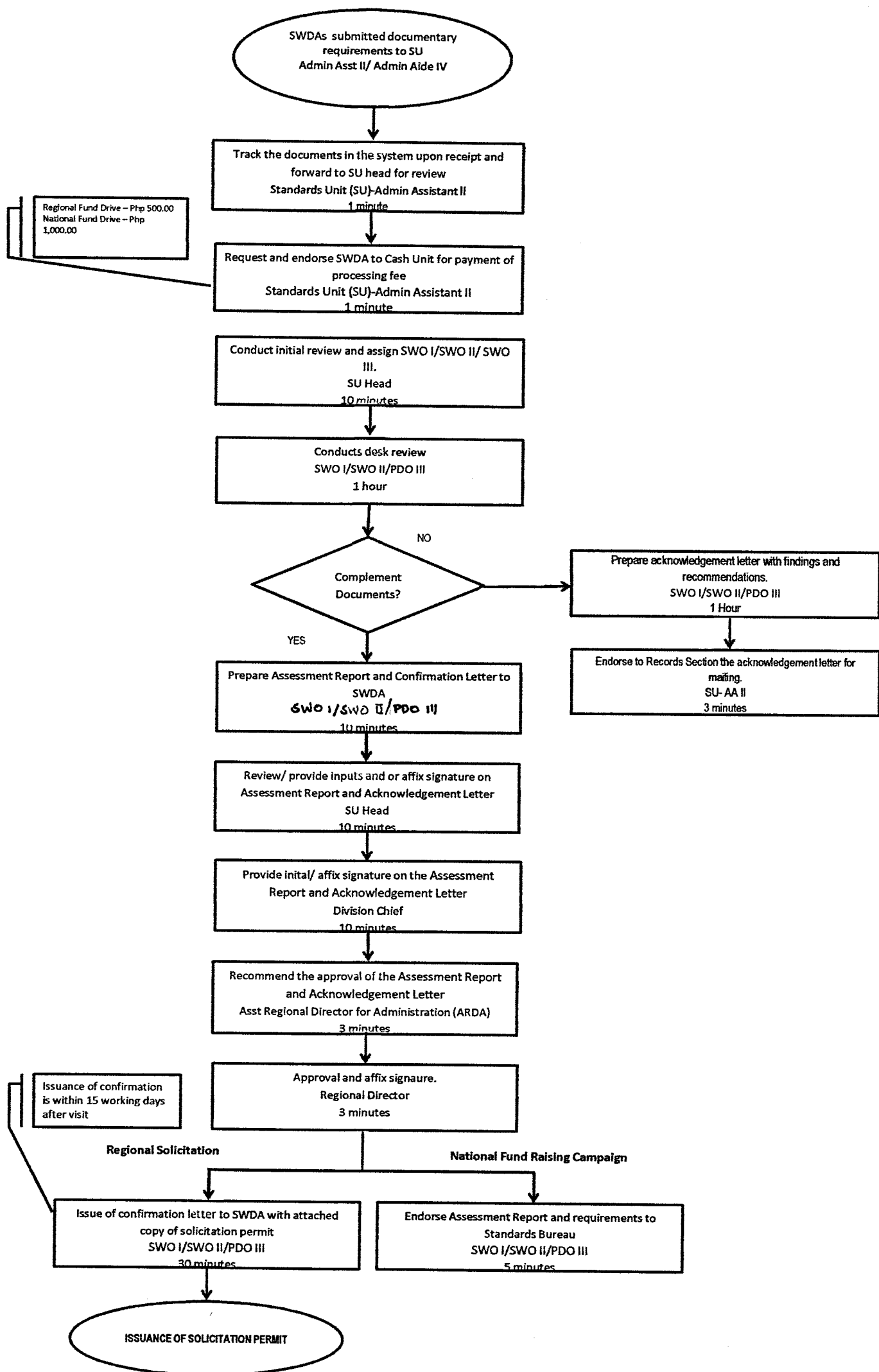
Reviewed by:
VIRGINIA C. DANILES
Head, Standards Unit

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

Process Flow Chart on Application for Public Solicitation



| DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT | | | | | | | |
|--|------------------------|------------|---|----------------------|---------------------------|---|---------------------|
| National Capital region | | | | | | | |
| Legarda, Manila | | | | | | | |
| BUSINESS PROCESS AND REQUIREMENTS ANALYSIS OF STANDARDS UNIT | | | | | | | |
| FOR APPLICATION FOR PUBLIC SOLICITATION | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
| 1. Receipt of documentary requirements relative to the application for authority to conduct public solicitation (new/renewal) for tracking; | SU- AAI | 1 minute | Tracked NFRC/Regional Solicitation Application Documents | MC 17 series of 2014 | 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 NFRC/Regional Solicitation application Documents | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 3. Request and endorse SWDA to Cash Unit for payment of processing fee (Regional Fund Drive -Php 500.00) National Fund Drive - Php 1,000.00) | SU- AAI | 1 minute | Tracked NFRC/Regional Solicitation application Documents | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 4. Initial review of documentary requirements and assign to SWO I/SWO II/ PDO III for thorough review; | Head, Standards Unit | 5 mins | Application for NFRC/Regional Solicitation assigned to SWO II for desk review | MC 17 series of 2014 | Checklist of Requirements | Ball-pen, paper | Assessment |
| 5. Forward initially reviewed documents to SU- AAI for tracking; | SU- AAI | 1 minute | Tracked NFRC/Regional Solicitation application Documents assigned to SWO II | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 6. Forward initially reviewed documents to concerned staff; | SU- AAI | 1 minute | Tracked NFRC/Regional Solicitation application Documents assigned to SWO II | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 7. Receipt and conduct initial desk review of documents; | SWO I/ SWO II/ PDO III | 1 hour | Filled-out checklist of requirements with or without tracking docs for compliance | MC 17 series of 2014 | Checklist of Requirements | Ball-pen, paper | Analytical Thinking |

| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|---|---------------------------|------------|---|----------------------|-----------------|---|----------------------------------|
| 7. If Not Complete: Prepare acknowledgement letter with comments and recommendation on the submitted documents for compliance of SWDA; If Complete: Prepare Assessment Report for approval | Social Welfare Officer II | 30 minutes | Draft Acknowledgement letter | MC 17 series of 2014 | Microsoft Word | Computer, paper, pen and printer | Technical Writing and Assessment |
| 8. Forward draft acknowledgement letter/assessment report to SU-AAll for tracking; | SU- AAll | 1 minute | Tracked the draft acknowledgement letter/assessment report for SWDA | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 9. Forward the draft acknowledgement letter/assessment report to SU Head for review and initial; | SU- AAll | 1 minute | Tracked the draft acknowledgement letter/assessment report for review and inputs of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10. Review and provide inputs on the draft acknowledgement letter/assessment report; 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/assessment report with comments/inputs or initial | MC 17 series of 2014 | None | Paper and Pen | Analytical Thinking |
| 10.1. Return the reviewed acknowledgement letter/assessment report to SU- AAll for tracking; | Head, Standards Unit | 1 minute | Tracked the draft acknowledgement letter/assessment report with comments/inputs of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.2. Return the reviewed acknowledgement letter/assessment report to assigned staff; | SU- AAll | 1 minute | Tracked the draft acknowledgement letter/assessment report with comments/inputs of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |

| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|---|----------------------|------------|---|----------------------|-----------------|---|---------------------|
| 10.3 Enhancement of the acknowledgement letter/assessment report; | SWO II | 5 minutes | Enhanced the draft acknowledgement letter based on the comments/inputs of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.4 Forward enhanced draft acknowledgement letter/assessment report to SU-AAll for tracking; | SWO II | 1 minute | Tracked the enhanced draft acknowledgement letter/assessment report based on the comments/inputs of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.5 Forward enhanced draft acknowledgement letter/assessment report to SU Head for review and initial; | SU-AAll | 1 minute | Tracked the enhanced draft acknowledgement letter/assessment report based on the comments/inputs of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 10.6 Review of the enhanced draft acknowledgement letter/assessment report for initial; | Head, Standards Unit | 5 minutes | Reviewed draft acknowledgement letter for inputs/ comments or initial | MC 17 series of 2014 | None | Paper and Pen | Analytical Thinking |
| 11. Forward the signed draft acknowledgement letter/assessment report to SU-AAll for tracking; | SU Head | 1 minute | Tracked the draft acknowledgement letter/assessment report with initial of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 12. Endorse signed draft acknowledgement letter/assessment report to the Division Chief's Office; | SU- AAll | 1 minute | Tracked the draft acknowledgement letter/assessment report with initial of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 13. Receipt and forward the draft acknowledgement letter/assessment report from SU to Division Chief; | DC-AAll | 1 minute | Tracked the draft acknowledgement letter/assessment report with initial of SU Head | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |

| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|---|---------------------|------------|---|----------------------|-----------------|---|---------------------|
| 14. Review and affix initials on the draft acknowledgement letter/assessment report; If with comments, proceed to task no. 14.1 If without comments, proceed to task no. 15 | Division Chief, IDD | 5 minutes | Reviewed draft acknowledgement letter/assessment report for inputs/ comments or initial | MC 17 series of 2014 | None | Paper and Pen | Analytical Thinking |
| 14.1 Return the reviewed acknowledgement letter/assessment report to DC-AAIV for tracking; | Division Chief, IDD | 1 minute | Tracked the draft acknowledgement letter with inputs/comments of DC | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 14.2 Return the reviewed acknowledgement letter/assessment report to SU-AAI; | DC-AAI | 1 minute | Tracked the draft acknowledgement letter with inputs/comments of DC | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 15. Forward signed acknowledgement letter/assessment report to DC-AAIV for tracking; | DC-AAI | 1 minute | Tracked the draft acknowledgement letter/assessment report with initial of DC | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 16. Endorse signed acknowledgement letter/assessment report to ARDA-AAI for tracking; | DC-AAI | 1 minute | Tracked the draft acknowledgement letter/assessment report with initial of DC | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 17. Forward the signed acknowledgement letter/assessment report to ARDA; | ARDA-AAI | 1 minute | Tracked the draft acknowledgement letter/assessment report with initial of DC | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |
| 18. Review and affix signature on the acknowledgement letter/assessment report; If with comments, proceed to task no. 18.1 If without comments, proceed to task no. 19 | ARDA | 5 minutes | Reviewed draft acknowledgement letter/assessment report for inputs/ comments or initial | MC 17 series of 2014 | None | Paper and Pen | Analytical Thinking |
| 18.1 Return the reviewed acknowledgement letter/assessment report to ARDA-AAI for tracking; | ARDA | 1 minute | Tracked the draft acknowledgement letter with inputs/comments of ARDA | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |

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| TASK | RESPONSIBLE PERSON | TIME FRAME | OUTPUT | POLICY | APPLICATION | MATERIAL/INFRA | COMPETENCY |
|--|--------------------|------------|--|----------------------|-----------------|---|--------------|
| 27.2 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 | MC 17 series of 2014 | Microsoft Excel | Computer, Log book, ball-pen, Stamp pad | Organization |