



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT - NATIONAL CAPITAL REGION

CITIZEN'S CHARTER

2022 (12th Edition)

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

QUALITY POLICY

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

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

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

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

I. Mandate:

The DSWD is a national agency mandated to provide assistance to local government units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life (Executive Order No. 15 issued in 1998). It also implements statutory and specialized programs which are directly lodged with the Department and/or not yet devolved to the LGUs (Executive Order No. 221 issued in 2003). These two issuances direct the DSWD to balance its *"enabling and implementing"* roles as it performs its crucial functions as one of the poverty alleviation agencies of the government.

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:

The DSWD Core Values of Respect for Human Dignity, Integrity and Service Excellence:

Maagap at Mapagkalingang Serbisyo
Serbisyong Walang Puwang sa Katiwalian
Patas na Pagtrato sa Komunidad

V. Table of Contents

Field Office - NCR	i
Quality Policy	ii
Mandate	iii
Vision	iii
Mission	iii
Service Pledge	iii
External Services	1
Protective Services Division	2
1.1 Assistance to Individuals in Crisis Situation (AICS)	3
1.2 Assistance to Individuals in Crisis Situation Offsite	40
2 Securing Travel Clearance for Minors Travelling Abroad	45
3 Provision of Services to Children in Need of Special Protection (CNSP)	54
4 Provision of Services to People Living with HIV (PLHIV)	56
5 Provision of Service to Solo Parent	59
6 Provision of Assistance Under Recovery and Reintegration Program for Trafficked Persons (RRPTP)	61
7 Provision of Services to Repatriated / Deported Distressed Overseas Filipinos (OFs).....	65
8 Supplementary Feeding Program (SFP)	68
9 Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)	78
10 Processing of Adoption Application and Placement	88
11 Licensing of Foster Parents	101
12 Placement of Children to Foster Parents	109
13 Provision of Assistance to Senior Citizens through Social Pension	116
14 Provision of Centenarian Gift to Centenarians	122
15 Provision of Resource Person to DSWD Intermediaries and Stakeholders..	127
Center and Residential Care Facilities	132
1. Case Management in Center and Residential Care Facility	
a. Reception and Study Center for Children	133
b. Nayan ng Kabataan	156
c. Haven for Children	165
d. Marillac Hills - National Training School for Girls	172
e. Elsie Gaches Village	182
f. Jose Fabella Center	191
g. Haven for Women	200
h. Sanctuary Center	206

i. Golden reception and Action Center for Elderly and other Special Cases	217
j. Rehabilitation Sheltered Workshop	236
k. INA Healing Center	240
2 Provision of Assistance to Clients of the Vocational Rehabilitation Center ..	246
Office of the Assistant Regional Director for Operations.....	250
1 Grievance Intake and Response for 4Ps	251
2 Request for 4Ps Data	253
Promotive Services Division	258
1 Referral Management Process for SLP - RPMO	259
2 Grievance Management Process for SLP-RPMO	263
Disaster Response and Management Division.....	270
1 Processing of Relief Augmentation Request	271
Policy and Plans Division	276
1 Walk-in Name Matching Data Request	277
2 Data-Sharing Name Matching	279
3 Data Sharing - List of Data Subjects	284
4 Data Sharing - Statistics / Raw Data Request	289
5 Issuance of National Solicitation Permit /Certificate of Authority to Conduct Fund-Raising Campaign to Person, Corporation, Organization or Association under Normal Condition	294
6 Issuance of Regional Solicitation Permit / Certificate of Authority to Conduct Fund-Raising Campaign to Person, Corporation, Organization or Association under Normal Condition	302
7 Issuance of Regional Temporary Solicitation Permit / Certificate of Authority to Conduct Fund-Raising Campaign to Person, Corporation, Organization Or Association During State Of Emergency/Calamity.....	320
8 Registration of Private Social Welfare and Development Agencies (SWDAs)	335
9 Licensing of Private Social Welfare and Development Agencies	345
10 Pre - Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) – Operating within the Region	354
11 Endorsement of Duty-Exempt Importation of Donations to SWDAS	375
12 Accreditation of Pre-Marriage Counsellors	380
13 Accreditation of Social Workers Managing Court Cases (SWMCCs)	388
14 Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients (FO)	395
15 Obtaining Social Welfare and Development (SWD) Data and Information (FO)	401

Human Resource Management and Development Division	406
1 Issuance of Certificate- Certificate of Employment (Coe) To Separated Officials, Employees and Contract of Service Workers	407
2 Issuance of Certificate - Certificate of Leave Without Pay (LWOP)/ No LWOP to Separated Officials and Employees	410
3 Issuance of Completed Office Clearance Certificate for Money, Property and Legal Accountabilities (Regional Clearance) to Separated Officials and Employees	413
4 Issuance of Service Record (SR) to Separated Officials and Employees....	416
 Finance Management Division	 420
1 Processing of Request for Accounting Certification of Former DSWD Employees	421
2 Processing of BIR Form No. 2322 (Certificate of Donation)	424
 General Administrative Services Division	 427
1 Issuance of Gate Pass for Guests for Service Providers and Suppliers	428
2 Issuance of Property Clearance for Separated Officials and Employees....	431
 Office of the Regional Director	 434
1 Technical Assistance Along Social Technology Bureau (STB) Developed Programs and Projects	435
2 Technical Assistance on Program / Project Development or Enhancement	438
 Internal Services	 442
 Protective Services Division	 443
1 RLRC Function Room Reservation and Use	444
 Policy and Plans Division	 447
1 Data Sharing with DSWD OBSUs – Name Matching	448
2 Data-Sharing with DSWD-OBSUs – List of Data Subjects	452
3 Data-Sharing with DSWD-OBSUs-Statistics / Raw Data Request	455
 Human Resource Management and Development Division	 460
1 Issuance of Certificate of Employment to Current Officials and Employees	461
2 Issuance of Certificate of Leave Without Pay (LWOP) / No LWOP to Current Officials and Employees	463
3 Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees	465
4 Issuance of Service Record to Current Officials and Employees	467

General Administrative Services Division	470
1 Transfer of Property Accountability	471
2 Issuance of Sticker Pass	474
3 Recording, Documentation and Issuance of Expendable or Consumable Supplies	476
4 Re-Issuance of Equipment and Semi-Expendable Supplies	478
5 Facilitation of Request for Relief from Property Accountability from Commission on Audit	479
6 Facilitation of Request for Relief from Property Accountability through Reimbursement / Replacement	483
7 Provision of Technical Assistance on Property and Supply Management	486
8 Request for Use and Monitoring of Vehicle	488
9 Procurement under Agency to Agency	490
10 Procurement under Direct Contracting	498
11 Procurement under Emergency Cases	508
12 Procurement under Lease or Real Property and Venue	518
13 Procurement of Repeat Order	527
14 Procurement under Shopping under Section 52.1 (B)	536
15 Procurement under Small Value Procurement	547
16 Procurement under Two (2) failed Biddings	558
Office of the Regional Director	571
1 Issuance of Certificate of No Pending Administrative Cases	572
Appendices	575
List of Services	576
Office Contact Details	583

Field Office – National Capital Region

Frontline Services

Protective Services Division

1. Assistance to Individuals in Crisis Situation (AICS)

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 provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet the basic needs on the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychosocial 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.

1.1. Provision of Medical Assistance through Outright Cash

Medical Assistance is aimed at helping the clients for hospitalization expenses, medicines, medical treatment or procedures (implant, laboratories and alike) as well as provision of assistive devices. Amount of cash assistance can be provided up to Php. 10, 000 depending on the assessment of the interviewing social worker (MC 11, series of 2019).

Office or Division:	Crisis Intervention Section- On-Site	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall
3. Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital
4. For payment of hospital bill: Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician		Hospital's Billing Section/ Accounting Office

(issued within three months/ 1 Original and 1 Certified True Copy) For medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy) For medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)		Attending Physician from Hospital/ Clinic Dialysis Centers, Hospitals, Attending Physicians		
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation (1 Original and 1 photocopy)		Local Social Welfare and Development Offices where the client permanently/ temporarily resides Medical Social Services of the Hospital where the patient is currently confined/ undergoing medication/ laboratory procedures		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>

	Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1. Receive submitted requirements.</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3. Fill-out the Certificate of Eligibility</p> <p>2.4. Accomplish Acknowledgment Receipt (AR)</p>	None	13 Minutes (from 2.1 to 2.7)	<i>Social Welfare Officer I or II</i> CIS-OS

	<p>2.5. While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6. Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7. Explain to the client the amount of assistance</p>			
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	to be extended and its basis			
	2.8. Advise client to proceed to Special Disbursing Officer for the release of cash			
3. Proceed to Special Disbursing Window to receive Outright Cash Assistance	3.1 Sign the Certificate of Eligibility 3.2 Review completeness of Documents 3.3 Issue the signed Acknowledgement Receipt 3.4. Release cash assistance to the client	None	3 Minutes	<i>Social Welfare Officer III</i> <i>Special Disbursing Officer (SWO II or PDOI) CIS-OS</i>
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV CIS-OS</i>
	TOTAL		20 minutes	

1.2. Provision of Burial Assistance through Outright Cash

Burial Assistance through Outright Cash aims to defray the funeral and related expenses, including but not limited to expenses in bringing the remains to the residence and/or burial site in accordance to the existing customary practices of the family especially among Indigenous People and Moro. Cash Outright can be provided up to Php. 10, 000 depending on the assessment of the interviewing social worker. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section- On-Site			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Death Certificate (issued within three months/ 1 Original and 1 Certified True Copy)		Local Civil Registry		
Certification from the Tribe Chieftain (for IPs), Imam or any authorized medical practitioner in absence of the death certificate (issued within three months/ 1 Original and 1 Certified True Copy)		Chieftain, IMAM or Hospital		
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy)		Funeral Service Providers		
For transfer of cadaver, transfer permit (except for Moro and IPs) issued within three months/ 1 Original and 1 Certified True Copy		Funeral Service Providers		
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
		Medical Social Services of the Hospital where the deceased was confined/ undergone medication/ laboratory procedures prior the death		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit	1.1 Give the logbook 1.2 Check if details	None	3 Minutes	Mamamayan Desk Officer (Social Welfare

requirements for initial assessment	<p>are properly written</p> <p>1.3 Initial review of client's documents</p> <p>1.4 Issuance of Checklist and Queuing Number</p> <p>1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)</p>			Officer I/ II) CIS-OS
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p>	None	13 Minutes	Social Welfare Officer I and II CIS-OS

	<p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Advise client to proceed to Special Disbursing Officer for the release of cash</p>			
3. Proceed to Special Disbursing Window to receive Outright Cash Assistance	<p>3.1 Sign the Certificate of Eligibility</p> <p>3.2 Review</p>	None	3 Minutes	<i>Social Welfare Officer III</i> CIS-OS

	completeness of Documents 3.3 Issue the signed Acknowledgement Receipt 3.4. Release cash assistance to the client			<i>Special Disbursing Officer (SWO II and PDOI) CIS-OS</i>
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV CIS-OS</i>
	TOTAL		20 minutes	

1.3. Provision of Transportation Assistance through Outright Cash

This assistance is for the purchase or payment of transports (land/air/sea) tickets and/or expenses to enable the client to their home provinces permanently or seek further medical intervention in another place or attend to emergency concerns of a family member.

Procured ticket shall be issued to the client unless in instances when giving outright cash is more convenient. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section- On-Site		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall	
In absence of Barangay Certificate, Police Blotter Police Certification		Police Station	

In absence of both the Brgy Certification or any Police Documentation, justification of interviewing social worker and/or Social Case Summary Report		Interviewing Social Worker Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements 2.2. Conduct intake interview using the General Intake Sheet and	None	13 Minutes	<i>Social Welfare Officer I / II CIS-OS</i>

	<p>assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its</p>			
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	basis 2.8 Advise client to proceed to Special Disbursing Officer for the release of cash			
3. Issuance of Agreed Assistance 3.1 Ticket from the Authorized Service Provider (if ticket)	3.1.1 Coordinate amount of ticket to Service Provider 3.1.2 Determine actual date of travel 3.1.3 Book ticket based on actual number of passenger 3.1.4 Print-out copy of tickets 3.1.5 Advise client to proceed to Special Disbursing Officer for approval of the amount of ticket purchased	None	10 Minutes	<i>Social Welfare Officer I or II</i> CIS-OS
3.2 Proceed to Special Disbursing Window to receive Outright Cash Assistance	3.2.1 Sign the Certificate of Eligibility 3.2.2 Review completeness of Documents 3.2.3 Issue the signed Acknowledgement Receipt		3 Minutes	<i>Social Welfare Officer III / Head</i> CIS-OS <i>Special Disbursing Officer</i> (SWO II and PDOI) CIS-OS

	3.2.4. Release cash assistance to the client			
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	<i>Admin. Assistant IV</i> CIS-OS
	TOTAL		20 minutes	

1.4. Provision of Educational Assistance through Outright Cash

This assistance is for eligible students to help defray school expenses and/or cost of sending students/ children such as school fee, supplies, project, etc. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section – On-Site		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	<p>Priority will be given to parents and students who are enrolled to public schools and universities, technological and vocational schools</p> <p>Students with Single Parents, who are Person with Disabilities, Overseas Filipino / Repatriated and those who are assessed who ahs extreme needs</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.	
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall	
3. Enrollment Assessment Form or Certificate of Enrollment/ Registration for Elementary up to Senior High School (1 Original and 1 Certified True Copy)		School’s Registrar	
Registration Form and Statement of Account for College Students (1 Original and 1 Certified True Copy)		College/ University Registrar	

Certification that the students claiming/ children are Scholars in enrolled in Private Schools (1 Original and 1 Certified True Copy)		College/ University Registrar		
4. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of	2.1 Receive submitted requirements 2.2. Conduct intake interview using the	None	13 Minutes	<i>Social Welfare Officer I / II CIS-OS</i>

needs	<p>General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of</p>			
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	assistance to be extended and its basis 2.8 Advise client to proceed to Special Disbursing Officer for the release of cash			
3. Proceed to Special Disbursing Window to receive Outright Cash Assistance	3.1 Sign the Certificate of Eligibility 3.2 Review completeness of Documents 3.3 Issue the signed Acknowledgement Receipt 3.4. Release cash assistance to the client	None	3 Minutes	Social Welfare Officer III Special Disbursing Officer (SWO II and PDOI) CIS-OS
4. Picture Taking with proof of cash received	4.1. Assist client during the picture taking	None	1 minute	Admin. Assistant IV CIS-OS
	TOTAL		20 minutes	

1.5. Provision of Food Assistance through Outright Cash

Food Assistance is given to clients assessed to be in need as well as to those who are caring for their seek relatives in the hospitals, grantees of transportation assistance, attendance to court hearings and rescued trafficked victims.

Amount of assistance can be up to a maximum of ten (10) days. (MC 11, series of 2019)

Office or Division:	Crisis Intervention Section- On-Site
Classification:	Simple
Type of	G2C- Government to Citizen

Transaction:				
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Social Case Summary/ Study Report that will provide information that the client is in crisis situation		Local Social Welfare and Development Offices where the client permanently/ temporarily resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes	<i>Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS</i>

<p>2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs</p>	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2,4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General</p>	<p>None</p>	<p>13 Minutes</p>	<p><i>Social Welfare Officer I and II</i> CIS-OS</p>
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1.6. Provision of Medical Assistance through Issuance of Guarantee Letter

Guarantee Letter can be provided if based on the assessment of the interviewing social worker, that the financial need of the clients requires high amount of assistance and cannot be covered by Cash Outright. Guarantee Letter in the amount of up to Php. 150, 000 can be provided depending on the assessment of the interviewing social worker and the approval of the designated signatories.

Office or Division:	Crisis Intervention Section – On-Site	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall
Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital
3. For payment of hospital bill, Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)		Hospital's Billing Section/ Accounting Office
For medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)		Attending Physician from Hospital/ Clinic
For medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)		Dialysis Centers, Hospitals, Attending Physicians
4. Social Case Summary/ Study Report that will provide information that the client is in crisis situation (1 Original and 1 photocopy)		Local Social Welfare and Development Offices where the client permanently/ temporarily resides Medical Social Services of the Hospital where the patient is currently confined/ undergoing

		medication/ laboratory procedures		
For processing of payment (for service providers)				
1. Valid / unexpired Memorandum of Agreement (MOA)		Signed between DSWD-NCR and service provider; duly notarized		
2. Letter with complete banks details of service providers indicating the bank names, account name and account number address to the Admin Officer V of cash section properly signed by the owner or designated officer of the service		Service provider		
For claiming of cheque				
Additional requirement:				
For cheque named to a business entity: <ul style="list-style-type: none">• Authorization letter		Head of business entity represented		
For individuals other than the payee: <ul style="list-style-type: none">• Special Power of Attorney (SPA)• identification card of the payee		Lawyer of the payee Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the Logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process.	None	3 Minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS

	documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	<p>2.1 Receive submitted requirements</p> <p>2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social</p>	None	15 Minutes	<i>Social Welfare Officer I or II</i> CIS-OS

	<p>Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>2.8 Prepare Guarantee Letter</p> <p>2.9. Sign the Certificate of Eligibility and affix initials on Guarantee Letter</p>		<p>2 minutes</p> <p>1 minute</p>	<p>Section Head /SWO III CIS-OS</p>
3.1. Receive the Guarantee Letter Acknowledgement Receipt	<p>3.1. Release the signed Guarantee Letter (GL)</p> <p>3.2. Sign the Acknowledgement Receipt</p>	None	2 minutes	SWO I / SWO II CIS-OS
4. Present the GL to the billing section of the medical facility	<p>4.1. credit the amount of assistance stipulated on the bill for the client</p> <p>4.2. render the service required / requested by the client</p>	None	<p>2 Minutes</p> <p>(time depends on the procedure/ service requested)</p>	<p>Billing Section of Medical Facility</p> <p>Medical Facility</p>

	4.3. Prepare Statement of Account (SOA)		5 minute	Billing Section of Medical Facility
	4.4. Submit SOA with attachments required for processing of payment		20 minutes	Billing Section of Medical Facility
	4.5. Prepare Disbursement Voucher and ORS		5 minutes	<i>Admin Aide IV</i> CIS-OS
	4.6. Sign DV/ORS		30 seconds	<i>SWO III/ Head</i> CIS-OS <i>Chief / OIC</i> PSD
	4.7. Submit to DV/ORS to for funding		10 minutes	<i>Admin Aide IV</i> CIS-OS
	4.8. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> FMU
	4.8. Review the completeness and validity of the DV/ORS and supporting documents		10 minutes	<i>Admin Aide IV</i> FMD-Budget
	4.9. Process and post to the ledger and monitoring records		5 minutes	<i>Admin Aide IV</i> FMD Budget
	4.10. Review and affix signature		5 minutes	<i>Admin Officer V</i> FMD Budget
	4.11. Tracking of signed documents			
	4.12. Review the		5 minutes	<i>Admin Aide IV</i>

	completeness of supporting documents.			FMD Budget
	4.13. Process and make necessary Accounting Entry		5 minutes	<i>Admin Aide IV</i> FMU
	4.14. Prepare two (2) copies of BIR Form 2306 and 2307.		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.15. Set-up Journal Entry Voucher (JEV).		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.16. Review and approve Disbursement Voucher (DV, Journal Entry Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.17. Tracking of signed documents		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.18. Segregate payment thru ADA or cheque		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.19. Prepare Payment		5 minutes	<i>Admin Aide IV</i> Accounting Section
	a. For Authority to Debit Account (ADA): LLDAP, BILLERDES, FINDES, ACIC, with soft copy		30 minutes	<i>Admin Aide IV</i> Accounting Section
				<i>Admin Aide IV</i>

	b. for payment thru cheque: cheque, soft copy and ACIC 4.20. Route ADA or cheque for signatures of heads of the following: a. Cash section b. Accounting Section c. Chief- Finance Division (Php 1-500K d. Assistant Regional Director for Administration (Php 501M- 5M) e. Regional Director (Php 5M -50M) 4.21a. Submit Authority to Debit Account (ADA) and Cheque to the depository bank 4.22a. Inform the payee that ADA has been completed / submitted to the bank 4.21b. Inform the payee of the availability of cheque		5 minutes 5 minutes 15 minutes 5 minutes 5 minutes 5 minutes	FMU <i>Admin Aide IV</i> Cash Section <i>Admin Aide IV</i> Cash Section <i>Admin Aide IV</i> Cash Section <i>Admin Assistant II</i> Cash Section <i>Admin Aide IV</i> Cash Section
For service providers / clients receiving payment thru cheque				
4. Present / identification documents	4.1. Check presented valid Identification Card, authorization	None	5 minutes	<i>Admin Assistant II</i> Cash Section

	letter and special power of attorney in case claimant is other than the name of payee			
	4.2. Retrieve DVs and cheque		10 minutes	<i>Admin Assistant II</i> Cash Section
5. Sign in disbursement voucher (name, signature, date) and in warrant records (name, signature, date)	5.1. Give the DV and logbook for logging of details and signature of claimant 5.2. hand-over the cheque	None	10 minutes	<i>Admin Assistant II</i> Cash Section
TOTAL : Client to receive the GL Process until payment thru cheque			23 minutes 3 hours, 4 minutes, 30 seconds	
Process until payment thru ADA			3 hours, 22 minutes, 30 seconds	
This does not include waiting time				

1.7. Provision of Burial Assistance through Issuance of Guarantee Letter

Guarantee Letter can be provided if, based on the assessment of the interviewing social worker, that the financial need of the clients requires high amount of assistance and cannot be covered by Cash Outright. Guarantee Letter in the amount of up to Php. 25, 000 can be provided depending on the assessment of the interviewing social worker and the approval of the designated signatories.

Office or Division:	Crisis Intervention Section – On-Site
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
1. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC,

	NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)	Barangay Hall
3. Death Certificate (issued within three months/ 1 Original and 1 Certified True Copy), or Certification from the Tribe Chieftain (for IPs), Imam or any authorized medical practitioner in absence of the death certificate (issued within three months/ 1 Original and 1 Certified True Copy)	Funeral Service Providers Chieftain, IMAM or Hospital
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy), or For transfer of cadaver, transfer permit (except for Moro and IPs) issued within three months/ 1 Original and 1 Certified True Copy	Funeral Service Providers Funeral Service Providers
5. Social Case Summary/ Study Report that will provide information that the client is in crisis situation	Local Social Welfare and Development Offices where the client permanently/ temporarily resides Medical Social Services of the Hospital where the deceased was confined/ undergone medication/ laboratory procedures prior the death
For processing of payment (for service providers)	
1. Valid / unexpired Memorandum of Agreement (MOA)	Signed between DSWD-NCR and service provider; duly notarized
2. Letter with complete banks details of service providers indicating the bank names, account name and account number address to the Admin Officer V of cash section properly signed by the owner or designated officer of the service	Service provider
For claiming of cheque	
Additional requirement: For cheque named to a business entity: <ul style="list-style-type: none"> • Authorization letter 	Head of business entity represented

For individuals other than the payee:

- Special Power of Attorney (SPA)
- identification card of the payee

Lawyer of the payee	
Payee	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook and submit requirements for initial assessment	1.1 Give the logbook 1.2 Check if details are properly written 1.3 Initial review of client's documents 1.4 Issuance of Checklist and Queuing Number 1.5 Conduct Orientation Session on the Section's programs and services, steps and process, documentary requirements as well as on how to accomplish the Client's Satisfaction Survey via Online (Tablet)	None	3 Minutes 2 minutes	Mamamayan Desk Officer (Social Welfare Officer I/ II) CIS-OS
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Receive submitted requirements 2.2. Conduct intake interview using the General Intake Sheet and assessment of the need based on	None	15 Minutes	Social Welfare Officer I and II CIS-OS

	<p>submitted requirements (to include coordination with Service Providers and validation)</p> <p>2.3 Fill-out the Certificate of Eligibility</p> <p>2.4 Accomplish Acknowledgment Receipt (AR)</p> <p>2.5 While waiting, client can already accomplish the client's satisfaction survey sheet online via Tablet to be provided by the interviewing social worker (Note: steps on how to accomplish said online sheet is also posted in all Social Worker's Desk for reference of client)</p> <p>2.6 Assist client's in signing the Certificate of Eligibility, General Intake Sheet and Acknowledgment Receipt</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p>			
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	2.8 Preparation of Accomplished Guarantee Letter			
	3.1 Sign the Certificate of Eligibility and affix initial on Guarantee Letter		2 minutes	<i>Social Welfare Officer I and II</i> CIS-OS
3. Receipt of Guarantee Letter and Acknowledgement Receipt	3.1. Release the signed Guarantee Letter (GL) 3.2 Issue the signed Acknowledgement Receipt	None	2 minutes	<i>SWO I / SWO II</i> CIS-OS
4. Present the GL to the billing section of the medical facility	4.1. credit the amount of assistance stipulated on the bill for the client 4.2. render the service required / requested by the client 4.3. Prepare Statement of Account (SOA) 4.4. Submit SOA with attachments required for processing of payment 4.5. Prepare Disbursement Voucher and ORS 4.6. Sign DV/ORS	None	2 Minutes (time depends on the procedure service requested) 5 minute 20 minutes 5 minutes 30 seconds 10 minutes	Billing Section of Medical Facility Billing Section of Medical Facility Billing Section of Medical Facility <i>Admin Aide IV</i> CIS-OS <i>SWO III/ Head</i> CIS-OS <i>Chief / OIC</i>

				PSD
	4.7. Submit to DV/ORS to for funding		5 minutes	<i>Admin Aide IV</i> CIS-OS
	4.8. Tracking of signed documents		10 minutes	<i>Admin Aide IV</i> FMU
	4.8. Review the completeness and validity of the DV/ORS and supporting documents		5 minutes	<i>Admin Aide IV</i> FMD-Budget
	4.9. Process and post to the ledger and monitoring records		5 minutes	<i>Admin Aide IV</i> FMD Budget
	4.10. Review and affix signature		5 minutes	<i>Admin Officer V</i> FMD Budget
	4.11. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> FMD Budget
			10 minutes	<i>Admin Aide IV</i> FMU
				<i>Admin Aide IV</i> Accounting Section
			5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.12. Review the completeness of supporting documents.		10 minutes	<i>Admin Aide IV</i> Accounting Section
	4.13. Process and make necessary Accounting Entry		10 minutes	<i>Admin Aide IV</i> Accounting Section

	4.14. Prepare two (2) copies of BIR Form 2306 and 2307.		5 minutes	<i>Admin Aide IV</i> Accounting Section
	4.15. Set-up Journal Entry Voucher (JEV).		5 minutes	<i>OIC/Head</i> Accounting Unit
	4.16. Review and approve Disbursement Voucher (DV, Journal Entry Voucher (JEV), BIR Form (2306 and 2307),) and supporting documents		30 minutes	<i>Admin Aide IV</i> Accounting Section
	4.17. Tracking of signed documents		5 minutes	<i>Admin Aide IV</i> FMU
	4.18. Segregate payment thru ADA or cheque		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.19. Prepare Payment		15 minutes	<i>Admin Aide IV</i> Cash Section
	a. For Authority to Debit Account (ADA): LLDAP, BILLERDES, FINDES, ACIC, with soft copy			
	b. for payment thru cheque: cheque, soft copy and ACIC			
	4.20. Route			<i>Admin Aide IV</i>

	ADA or cheque for signatures of heads of the following:		5 minutes	Cash Section
	a. Cash section			
	b. Accounting Section		5 minutes	<i>Admin Assistant II</i> Cash Section
	c. Chief- Finance Division (Php 1-500K			
	d. Assistant Regional Director for Administration (Php 501M- 5M)		5 minutes	<i>Admin Aide IV</i> Cash Section
	e. Regional Director (Php 5M -50M)			
	4.21a. Submit Authority to Debit Account (ADA) and Cheque to the depository bank			<i>Admin Aide IV</i> Cash Section
	4.22a. Inform the payee that ADA has been completed / submitted to the bank		5 minutes	<i>Admin Aide IV</i> Cash Section
	4.21b. Inform the payee of the availability of cheque		5 minutes	<i>Admin Aide IV</i> Cash Section
For service providers / clients receiving payment thru cheque			20 Minutes	
TOTAL				
4. Present identification documents /	4.1. Check presented valid Identification Card, authorization letter and special power of attorney in case claimant is other than the name of payee	None	5 minutes	<i>Admin Assistant II</i> Cash Section

	4.2. Retrieve DVs and cheque		10 minutes	<i>Admin Assistant II</i> Cash Section
5. Sign in disbursement voucher (name, signature, date) and in warrant records (name, signature, date)	5.1. Give the DV and logbook for logging of details and signature of claimant 5.2. hand-over the cheque	None	10 minutes	<i>Admin Assistant II</i> Cash Section
TOTAL : Client to receive the GL Process until payment thru cheque			23 minutes 3 hours, 4 minutes, 30 seconds	
Process until payment thru ADA			3 hours, 22 minutes, 30 seconds	
This does not include waiting time				

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Upon entry, clients at Crisis Intervention Section On-Site will be provided with orientation on the use of Online Client Satisfaction Survey Form which they shall fill-out to assess their experience and inputs on the process of availing the assistance.</p> <p>Section's Mamamayan Muna Desk Officer and Interviewing Social Workers will personally assist the client in filling-out the online survey form and to be monitored online by the designated staff</p> <p>Contact info: 8735-5413/ 3493-7907 Email: nrcis2020@gmail.com</p>
<p>How feedbacks are processed</p>	<p>On a daily basis, the designated staff shall account the number of respondents and summarize their level of satisfaction and feedbacks with the services of the Section.</p> <p>Result of the survey/ feedback will be shared to the staff at the end of the day to inform them of the areas of concerns and those requiring immediate attention/ response.</p> <p>Those feedback requiring immediate response will be responded within three (3) days upon receipt of the said document addressed to the involved offices as well as to the client herself/ himself</p> <p>Summarized result of the survey with analysis will be submitted to the Field Office-NCR on a quarterly basis.</p>
<p>How to file a complaint</p>	<p>Client who wanted to file a complaint can send email thru the Section Official Electronic Mail Address and/ or through the Regional Director's Office.</p> <p>Complaints can also be filed via telephone. There will be a dedicated social worker on a daily basis to attend to the various concerns of callers concerning the services of the Section.</p> <p>Contact Info: 8735-5413/ 3493-7907 Email: nrcis2020@gmail.com</p>

<p>How complaints are processed</p>	<p>Client's complaint will be attended by the Designated Mamamayan Desk Officer on a daily basis.</p> <p>If the client's complaint need immediate response, it will be forwarded to the Section Head for appropriate response.</p> <p>Section Head will forward said complaint with attached response to the FO-NCR for further inputs and approval</p> <p>Once approved, it will be sent to the complainant for her/ his information and reference of the action taken by the Section.</p> <p>Unless the complaint required investigation, said document, together with all the supporting documentation will be forwarded to FO-NCR for reference and appropriate action.</p> <p>Contact Info; 8735-5413/ 3493-7907 Email: nrcis2020@gmail.com</p>
<p>Contact Information:</p> <p>Anti-red Tape Authority (ARTA)</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaints Center (PCC)</p>	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

1.b. Assistance to Individuals in Crisis Situation - Offsite Serbisyo (CIS-OS)

Crisis Intervention Section – Offsite Serbisyo is provision of integrated services to individual and families in crisis situation in the form of direct financial assistance to ensure immediate relief from the unexpected situation such as crises and emergencies.

Office or Division:	Crisis Intervention Section – Offsite Serbisyo
Classification:	Simple
Type of Transaction:	G2C –Government to Citizens
Who may avail:	Person in Crisis Situation, Transients, Repatriates, Deportees, abandoned Individual, Student in Crisis, Former Rebels, Killed-in-Action/Wounded-in-Action (KIA/WIA)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Medical Assistance	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
3. Medical Certificate/ Medical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original and 1 Certified True Copy)	Hospital
For payment of hospital bill, Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk (physician (issued within three months/ 1 Original and 1 Certified True Copy)	Hospital's Billing Section/ Accounting Office
If for medicines/ assistive devices, prescription with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)	Attending Physician from Hospital/ Clinic

If for medical procedures/ chemotherapy, dialysis treatment, laboratory request/ actual quotation of treatment with date of issuance, complete name, signature and license number of the attending physician (issued within three months/ 1 Original and 1 photocopy)	Dialysis Centers, Hospitals, Attending Physicians
Burial Assistance	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
3. Death Certificate	Hospital / Local Civil Registry
4. Funeral Contract	Funeral Service Providers
Educational Assistance	
1. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
2. At least one (1) of any Valid Government Issued I.D School ID of the student/beneficiary	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others. School where the student is enrolled
3. Enrolment Assessment Form or Certificate of Enrolment/Registration	School where the student enrolled
Transportation Assistance	
1. At least one (1) of any Valid Government Issued I.D	Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.
2. Brgy. Certificate of Residency / Indigency	Barangay Office where the client resides
3. Police Certification (for victim of pick pocket, illegal recruitment etc.)	Police Station
4. Social Case Summary Report	Local Social Welfare and Development Offices where the client permanently/ temporarily resides

Cash Assistance				
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
Depending on the Circumstances				
3.a. Certification of the Fire Protection		Bureau of Fire Protection		
b. Passport, Travel Documents, Certification of OWWA		Department of Foreign Affairs/ Overseas Workers Welfare Administration (OWWA)		
c. Certification for rescued clients		CSWDO/Workers attended during rescued operation		
d. Police Blotter and Social Worker Certificate for Victims of Online Sexual Exploitation of Children		PNP / CSWDO who attended the rescue operations		
Food Assistance				
1. At least one (1) of any Valid Government Issued I.D		Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among others.		
2. Brgy. Certificate of Residency / Indigency		Barangay Office where the client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents required	1.1. Review completeness and accuracy of documents received	None	1 minute	SWO // CIS-Offsite
	1.2. Verify clients records in Crisis Intervention Monitoring System (CrIMS)	none	2 minutes	Social Welfare Aide/Encoder CIS-Offsite
	1.3. Conduct interview using	None	30 minutes	SWO //

	the General Intake Sheet and assessment of the need based on submitted requirements (to include coordination with Service Providers, validation, counselling and referral, if necessary) 1.4. Review and Approve the Certificate of Eligibility	None	2 minutes	CIS-Offsite SWO III / OIC CIS-Offsite
2. Receive the Assistance	2.1. Disburse / Release the assistance	None	3 minutes	SWO II / Special Disbursing Officer CIS-Offsite
	2.2. Encode Client's Information and amount of assistance provided to CrIMS	none	5 minutes	Social Welfare Aide/Encoder CIS-Offsite
Total			43 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At the initial contact with the Section's staff – administrative staff, a client satisfaction survey form shall be provided with an explanation how to accomplish said form. Client shall drop the accomplished form into a box at the office after completing transaction with the section.
How feedbacks are processed	On a daily basis, the focal person accounts, summarizes and rafts response to feedbacks needing actions and / or responses. Draft response together with the summary of feedback received shall be forwarded for review and input of FO management. Response to clients shall be relayed via email or phone call. Should they need to follow-ups, the section can be reached thru 8-7330010 to 18.
How to file a complaint or Send commendation	To file a complaint against the staff, the client can send the following details to Authority to foncr@dswd.gov.ph : <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences
How complaints are processed	The focal person shall verify and investigate the complaints and prepare draft response for review and input of Field Office Management. The client will be informed via email or phone call.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

2. Securing Travel Clearance for Minors Travelling Abroad

The Department of Social Welfare and Development is mandated to provide special protection to children from all forms of abuse, exploitation, trafficking and/or sale or any other practice prejudicial to their development. Thus, a child shall not be allowed to travel alone or be accompanied by a person other than the parent or the legal guardian to a foreign country without a travel clearance issued by the DSWD.

Office or Division:	Minors Travelling Abroad Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	<p>Filipino minors who are below eighteen (18) years old who will travel abroad unaccompanied by any of the parent or those persons having parental authority and legal custody over the child.</p> <p>Persons allowed to file application for travel clearance</p> <ol style="list-style-type: none">1. Minor's parent/s or legal guardian;2. Minor's travelling companion;3. A duly authorized representative of the parent/s supported by an authorization letter and valid ID of representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For First Time Applicant:			
1. Duly accomplished application form.		DSWD Field Offices/ downloadable from the internet thru https://ncr.dswd.gov.ph/about-us/citizens-charter/travel-clearance-for-minors/	
2. Original and Photocopy of minor's Birth Certificate		Philippine Statistics Authority (PSA)	
3. Marriage Certificate of the minor's parents if legitimate child. If unmarried parents, Certificate of No Marriage (CENOMAR) of the mother (Original and Photocopy)		Philippine Statistics Authority (PSA)	
Death Certificate of the deceased parent (if applicable), original and Photocopy			
4. Notarized affidavit of consent of parents.		Parents, the solo parent, or the person exercising parental authority or legal custody over the minor	
5. Valid ID of parents with specimen signatures. Copy of parent/s' valid passport and visa if working abroad.		Parents, the solo parent, or the person exercising parental authority or legal custody over the minor	

6. Two (2) original colored passport size photos of minor (white/red/blue background) taken within the last six months from the time of application. No scanned picture is allowed	Minor applicant
<p>7. (a) If with travelling companion, valid passport of the minor's travel companion. Notarized Affidavit of undertaking if travel companion is a non-relative of minor.</p> <p>(b) If travelling alone, Unaccompanied Minor Certificate, and Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of minor</p>	<p>Travel companion of minor</p> <p>Airline, and parents/ legal guardian respectively</p>
8. Notarized affidavit of support and certified true copy of any evidence to show financial capability of sponsor. (Bank Statement/ Latest ITR/ Cert of Employment)	Sponsor
For Renewal:	
1. Duly accomplished application form.	DSWD Field Offices/ downloadable from the internet thru https://ncr.dswd.gov.ph/about-us/citizens-charter/travel-clearance-for-minors/
2. Original copy of travel clearance previously issued in DSWD NCR	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
3. Notarized affidavit of consent signed by both parents, the solo parent, or the person exercising parental authority or legal custody over the minor	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
4. Valid ID of parents with specimen signatures. Copy of parent/s' valid passport and visa if working abroad	Parents, the solo parent, or the person exercising parental authority or legal custody over the minor
5. Two (2) original colored passport size photos of minor (white/red/blue background) taken	Minor applicant

within the last six months from the time of application. No scanned picture is allowed	
6. (a) If with travelling companion , valid passport of the minor's travel companion. Notarized Affidavit of undertaking if travel companion is a non-relative of minor. (b) If travelling alone , Unaccompanied Minor Certificate, and Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of minor	Travel companion of minor Airline, and parents/ legal guardian respectively
7. Notarized affidavit of support and certified true copy of any evidence to show financial capability of sponsor. (Bank Statement/ Latest ITR/ Cert of Employment)	Sponsor
Additional requirements for minor/s under special circumstances.	
For a minor who will attend conference, study tours, competition, student exchange program, summer camp, pilgrimage, world youth day, and other related activities:	
1. certification from sponsoring organization	Local organization/ school
2. affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency (for sports competition)	Travel companion of minor
3. Signed invitation from the sponsoring agency/ organization abroad with itinerary of travel and list op participants and duration if the activity / travel	Organization abroad
For Filipino minor migrating to another country	
1. Visa petition approval	Parent who petition the minor
For a minor under Foster Care	
1. Notarized affidavit of undertaking indicating the purpose of travel. destination. duration of	Foster parent/s

travel and a provision stating the commitment of the Foster Parent on the personal appearance of child and foster parent to the Regional Director or his/her duly authorized representative, within 5 days upon return to the country.	
2. Notarized affidavit of consent from the Regional Director or authorized representative.	Regional director or the authorized representative
3. Foster Placement Authority (Original and Photocopy)	Foster parent/s
4. Foster Care License (Original and Photocopy)	Foster parent/s
5. DSWD Certification of Child Declaring Legally Available for Adoption (CDCLAA) except those under Kinship Care wherein their parents did not relinquish the minor for adoption.	Concerned DSWD field office
6. Return tickets	Foster parent/s
For Filipino minor going abroad for medical purposes:	
1. Medical abstract of the minor	Attending physician
2. Recommendation from the attending physician that such medical procedure is not available in the country.	Attending physician
For Filipino minor going abroad for inter-country adoption:	
1. Placement Authority issued by the ICAB	Inter-Country Adoption Board
2. Authority to Escort issued by the ICAB	Inter-Country Adoption Board
For a minor/s whose parent/s are seafarers:	
1. Certification from the manning agency attesting to the parent's employment	Manning agency
2. Photocopy of the Seaman's book	Parent who is seafarer
For Filipino minor under Legal Guardianship:	
1. Certified true copy of Court Order on Legal Guardianship	Legal guardian
For abandoned minor with alleged missing parent, if parents are married, the following shall be the requirements:	
1. Social Case Study Report executed by a licensed social worker of the Local Government Unit (LGU)	Local Government Unit (LGU)

2. Blotter report from either the Local Police or barangay certification from the locality or the last known address of the alleged missing spouse	Local police or barangay
3. One (1) returned registered mail to the last known address of the alleged missing parent/s or known relative/s.	Parent

Note: Additional supporting documents may be required by the social worker upon interview depending on the nature of travel.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the screening area of MTAS for registration	1. Provide service sequence number, CSS form, and application form to applicant	None	7 minutes	Social Welfare Officer II MTAS
2. Fill-out and submit the application form and all applicable documents as required	2. Check and review the completeness of details provided in the application form and the submitted documents.	None	7 minutes	Social Welfare Officer II MTAS
3. Proceed to Social Welfare Officer of MTAS for	3.1. Validate and assess veracity of information	None	25 minutes or depends on the case of the applicant	Social Welfare Officer II MTAS

interview and
assessment

provided by the applicant to establish the reasons of securing the travel clearance and prepares assessment report

3.2. Review and sign the documents as assessed by the social worker

3.3. If **approved** issue payment slip

If **disapproved**, social worker will conduct the following:

- ✓ Counseling of the applicant focused on the reason of disapproval of the application.
- ✓ Notify nearby DSWD FO on the disapproved application for monitoring and reference.

Officer In-Charge / Head
MTAS

Social Welfare Officer II
MTAS

	✓ Preparation of notice of disapproval to PSB/BI/DFA ✓ Include name of the minor in the monitoring and watch list. If exempted , issue Certificate of Exemption			Admin Aide IV MTAS
4. Submit Payment Slip / Order of Payment	4.1. Validate order of payment and other attachments 4.2. Write details on the receipt	None	5 minutes	Admin Officer I Cash Section
5.1. Pay the amount stipulated on the official receipt. 5.2. Sign on the receipt	5.1. Collect the Cash 5.2. Issue Official Receipt	P300.00 valid for One (1) year P600.00 valid for Two (2) years	5 minutes	Admin Officer I Cash Section
6. Present Receipt to MTAS Social Worker	6.1. Issue claim stub 6.2 Prepare the Travel Clearance Certificate	None	30 minutes	Social Welfare Officer II MTAS Admin Aide IV MTAS

	6.3. Sign the Blue Card			SWO III/ OIC MTAS Regional Director FO-NCR
7. Receive / claim the travel clearance certificate	7. Release the travel clearance certificate	None	3 minutes	Admin Aide IV MTAS
TOTAL		Php 300.00 / Php 600.00	1 hour, 12 minutes This does not include waiting time	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the feedback form and drop into the box or send to travel.foncr@dswd.gov.ph</p> <p>MTAS Contact Info: 8-310-1435 / 8-733-0010 to 18 local 210</p>
How feedbacks are processed	<p>The focal person shall draft a response for input and comments of Protective Service Division Chief, Assistant Regional Director for Operations and Approval of the Regional Director. The client shall be informed via email or phone call.</p>
How to file a complaint	<p>To file a complaint against the a staff of MTAS, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complaint - Evidences - Name of the person being complained <p>Send the complaints to travel.foncr@dswd.gov.ph</p>
How complaints are processed	<p>The focal person shall draft a response for input and comments of Protective Service Division Chief, Assistant Regional Director for Operations and Approval of the Regional Director. The client shall be informed via email or phone call.</p>
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS) 8888</p>

3. Provision of Services to Children in Need of Special Protection (CNSP)

The clients served through Services to Child/ren in Need of Especial Protection (CNSP) receive financial assistance & temporary shelter for protective custody.

Office or Division:	Community Based Services Section/Protective Services Section			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	CNSP & WEDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter		National Bureau of Investigation, Philippine National Police, Other DSWD Field Offices, DSWD-Program Management Bureau Central Office, Regional Trial Court's, Municipal Trial Courts, Department of Education (DEPED), Department of Labor and Employers (DOLE),		
2. Original and 2 photocopies of Brgy. Certificate of Residence		Barangay covering their residence		
3. Valid Identification card & 2 photocopies (primary or secondary)		Client securing the assistance (parents of the victim) Primary & secondary		
4. Original and 2 photocopy Brgy. Blotter		Barangay covering their residence		
5. Photocopy of Medico-legal		Government hospital/clinic		
6. Birth certificate of the child		Philippines Statistics Office (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Community Based Services Section (CBSS) office	1. AA welcomes the clients & let log-in for endorsement to Officer of the Day (OD).	None	10mins.	Admin Aide
2. Client presents her/his concern to the OD & once client disclose	2. OD interview the client, assess & provide counseling, orientation of agency programs and other external resources, limitation of the agency to set clients expectation.	None	1 hour	SWO-II, CBSS
3. Client decides to avail the assistance & has available	4. Provision of necessary assistance based on the assessment. 4.1. Outright	None	1 hour	SWO-II CBSS

documents (but for the minors without adult companion, it is automatic that their custody will be under DSWD) & fill-up necessary documents needed in the processing for the assistance to include Certification of eligibility for the transportation and food assistance	Transportation/Financial and food assistance (once cash advance is available) 4.2 Temporary sheltering (Reception & Study Center for Children (RSCC) and actual turn-over of the case to shelter		6 hours	
4. Monitor the status of the case (if sheltered)	5. 1. Follow-up the updates of the case to the center and feedback of the client. 5.2. Referral to LGU or other concerned agency that will address concern as per agency's mandate. 5.3 Reiteration/acknowledgement to the feedback/communication from other NGAs/NGO pertaining the case.	None	1 hour	SWO-II, CBSS
5. Aftercare services	Request for after care monitoring to the concerned LGU	None	1 hour	SWO-II/CBSS
6. Transfer/Closing of the case	Endorsement of the transfer/closing of the case	None	1 hour	SWO-II/CBSS
	Total		11 days & 10 minutes	

4 Provision of Services to People Living with HIV (PLHIV)

This is the provision of services to the People Living with HIVs and their Families along medical, educational, livelihood and other financial needs to reduce the effect of the opportunistic diseases while maximizing family support.

Office or Division:	Community Based Services Section			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	PLHIV with confirmatory			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original referral letter		DOH, RTIM, Social Hygiene Clinic/Hub, CSWD, Hospitals, Non-government organizations,		
2. Photocopy of Confirmatory report from DOH		San Lazaro Hospital		
3. Original & 2 photocopy of Brgy. Certification/Certificate of Indigency, depending on the validity covered by the issuing barangay		Brgy. That has jurisdiction of PLHIVs residence		
4. Original and 1 photocopy Social Case Study report		City Social Welfare and Development Office (CSWDO)/Non-government organizations		
5. Original and 2 photocopy of Valid identification (primary & secondary)		Primary & secondary ID issued to PLHIVs		
6. Original and 2 photocopy of Certificate of Enrollment (Educational Assist)		School where the PLHIV & their dependents is enrolled		
7. Original 2 photo copy of birth certificate of children of PLHIV		PSA issued		
7. Original and 2 photocopy of Medical Certificate/prescription (Medical Assistance) updated with signature and PRC license of issuing Medical Officer		Hospitals & social hygiene,		
8. Original copy of project proposal (livelihood assistance)		CSWDO		
9. Original copy death certificate & funeral contract (Burial Asst.)		Registry of Deeds & Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CBSS to request the needed asst.	1. Let the client entry h/her information at the logbook & endorsed to PLHIV focal.	None	1 min.	Admin. Aide IV
2. Present specific	2. Focal interview	None	20-30mins.	SWO-II, PLHIV Focal

assistance needed & required documents.	(using the General Intake Sheet) and conduct needs assessment.			CBSS
	2.1. Check completeness of the information at the GIS and required documents.		5-10mins.	SWO-II, PLHIV Focal CBSS
	2.2. Depending on the nature of assistance;			
	2.2.a. Counseling (proceed)		45mins.- 1:30hours	SWO-II, PLHIV Focal CBSS
	2.2.b. Financial assistance (check completeness of documents and availability of fund to avail Medical, Educational and Burial assistance		30-45mins.	SWO-II, PLHIV Focal CBSS, SDO
	2.3.c. Temporary shelter			
	2.3. c.1. Coordinate with the NGO /DSWD Facility		5-10mins.	SWO-II, PLHIV Focal CBSS
	2.3.c.2. Prepare referral letter.			
	2.3.c.3. Conduction to the shelter/facility		3-5hours	SWO-II, PLHIV Focal CBSS
	2.3.c.4. Monitor and update the case.			

	2.4 Livelihood assistance		20-30mins.	<i>SWO-II, PLHIV Focal CBSS</i>
	2.4.1. Identified clients who are willing to avail & endorse to LGU/NGO for assessment and social case study focus on the skills & capability.		4-6hours	<i>SWO-II, PLHIV Focal CBSS</i>
	2.4.2. Conduct of Basic Business Management Training (one day)		15mins-30mins.	<i>SWO-III, PLHIV Focal, CBSS</i>
	2.4.3. Review submitted requirements & release of assistance		30mins.	<i>SWO-II, PLHIV Focal CBSS</i>
	2.4.4. Draft letter of endorsement for approval of Regional Director.		2-3days	<i>SWO-II, PLHIV Focal CBSS</i>
	2.4.5 Approval of RD		5mins.	<i>Regional Director</i>
	2.4.5. Endorse to LGU/NGO the clients for monitoring.		15mins.	<i>AAIV, CBSS</i>
	2.4.5. Data banking (all cases provided with assistance)			<i>SWO-II, PLHIV focal</i>

5. Provision of Services to Solo Parent

Services to Solo Parent in compliance to the Solo parent Act of 2003. The assessment on the eligibility of the Solo Parent is being conducted by the City Social Welfare and Development Office that has jurisdiction over the case. Hence the Field Office shall facilitate referral of the solo parent to the concerned LGU and other existing programs in response to their need based on the assessment.

Office or Division:	Community Based Services Section/Protective Services Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	W/MEDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter		National Bureau of Investigation, Philippine National Police, Other DSWD Field Offices, DSWD- Program Management Bureau Central Office, Regional Trial Court's, Municipal Trial Courts, Department of Education (DEPED), Department of Labor and Employers (DOLE),		
2. Original and 2 photocopy of Brgy. Certification		Barangay covering their residence		
3. Valid Identification card & 2 photocopies (primary or secondary)		Client securing the assistance (Primary & secondary)		
4. Original and 2 photocopy Brgy. Blotter		Barangay covering their residence		
5. Photocopy of Medico-legal		Government hospital/clinic		
6. Birth certificate (if any)		Philippines Statistics Office (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Community Based Services Section (CBSS) office	1. AA welcomes the clients & let log-in for endorsement to Officer of the Day (OD).	None	10mins.	Admin Aide
2. Client presents her/his concern to the OD & once client disclose	2. OD interview the client, assess & provide counseling, orientation of agency programs and other external resources, limitation of the agency to set clients expectation.	None	1 hour	SWO-II, CBSS
3. Client decides to secure the	4. Draft referral to concerned City		1 hour	SWO-II CBSS

Solo Parent Identification card (ID)	Social Welfare and Development Offices (CSWDO). 4.1. Inputs /recommending approval of the Head of CBSS 4.2. Division Chief 4.3 Approval of the Asst. Regional Director for Operations 4.4 Approval of the Regional Director	None	1 hour 1 day 1 day 1 day	<i>SWO-III</i> <i>Division Chief</i> <i>Asst. Regional Director for Operation</i> <i>Regional Director</i>
4. Monitor the status of the issuance of the ID	5. 1. Follow-up the updates of the Solo Parent ID after 20 days 5.2. Inputs/recommending approval of the Head CBSS 5.3. Further inputs and recommending approval of Division Chief 5.4 Approval of the Asst. Regional Director 5.5. Referral of the Solo Parent to existing programs and services (if deemed necessary)	None	1hour 1 hour 1 day 1day 1 day	<i>SWO-II, CBSS</i> <i>SWO-III/Head CBSS</i> <i>Division Chief</i> <i>Asst. Regional Director</i> <i>Regional Director</i>
5.Aftercare services	Request for after care monitoring to the concerned LGU	None	1 hour	<i>SWO-II/CBSS</i>
6. Transfer/Closing of the case	Endorsement of the transfer/closing of the case	None	1 hour	<i>SWO-II/CBSS</i>
	Total		6 days, 7 hours & 10 minutes	

6. Provision of Assistance Under Revocery and Reintegration Program for Trafficked Persons (RRPTP)

Provision of psychosocial services to victims of trafficking in person 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. It also enhances the awareness, skills and capabilities 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 prevent other family and community members become victims of trafficking.

Office or Division:	Community Based Services Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Client		
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	
1.Original Referral letter		Foreign post/country of origin, Department of Foreign Affairs Office of the Undersecretary for Migrants Welfare Affairs (DFA-OUMWA) , Inter-agency Council for Anti-trafficking in person (IACAT) & Overseas Worker Welfare Administration (OWWA), City Social Welfare Office(CSWD), National Bureau of Investigation (NBI), Department of Justice (DOJ) & Non-government partners.	
2. Original and 2 photocopy valid Identification card (primary or secondary)		Victim-survivor or immediate family members securing the assistance primarily issued by the government &/or 2 secondary ID	
3. Original Social Case Study Report or summary		CSWDO with jurisdiction	
Medical Assistance			

[illegible]

operation. Social workers are highly needed to provide psycho-social counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.				
Provision of Temporary shelter				
1. Victim-survivors of trafficking may be placed in DSWD run/registered and accredited residential care facilities for protective custody.		DSWD NCR Facilities		
Support for Victim-survivors/ Witness and Transportation Assistance				
1. Valid ID 2. Social Case Study Report 3. Official receipt for the client's board and lodging		Client CSWDO & CBSS Boarding & lodging house where the victim-survivor is staying for the duration to attend the court hearing		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim-survivors of trafficking may visit the DSWD Field/ Regional Office.	1.1 Assessment of the clients need	None	2- 3 hours	<i>SWO-II, RRPTP Focal CBSS</i>
	1.2 Preparation of Case Study Report 1.3 Provision of the following assistance based on the assessments CASH a. Psychosocial counseling b. Medical Assistance c. Educational Assistance d. Assistance for Employment e. Support for victim-survivor/ Witness and transportation Assistance		10 working days 3- 6 Months	

	NON-CASH f. Skills Training g. Financial h. Financial Assistance for Livelihood i. Provision of temporary shelter			
2. Submission of Documentary Requirement for the service/s avail 2.3. Transportation assistance	2.1 Screening of the submitted documents 2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related) b. Preparation of referral letter (if needs other program assistance) 2.3 PSU/ CBU Division Chief recommend the provision of assistance for approval of the Regional Director. 2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking. 2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	30min- 1 hour 4 hours 1-2 days 3days	<i>RRPTP Social Worker CBSS</i> <i>PSU Division Chief/ARDO</i> <i>Regional Director</i>
3. Utilize the assistance based on the purpose	3.. Draft written request for monitoring on the utilization of the assistance & evaluate the condition of the client to the LGU RRPTP Focal	None	30-mins.-1hour	SWO-II, RRPTP,CBSS
	Total		17days	

7. Provision of Service to Repatriated / Deported Distressed Overseas Filipinos (OFs)

- a. Airport, financial & temporary shelter assistance to repatriated & deported minor without adult companion, mother and child/ren, no identified next of kin, & victims of trafficking in person.
- b. Comprehensive assistance to distressed OFs in locating relatives for parental and other Next of Kin (NOK) identification to facilitate repatriation and report of birth delayed registration.

Office or Division:	Community Based Services Section			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Distressed OFs 1. Mother and child/ren 2. Minor without Next of Kin (NOK) 3. Victims of trafficking			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case Management				
1. Travel documents/passport		Client/Country of origin		
2. Valid ID		Applicant/Client		
3. Social Case Study report		CSWDO with jurisdiction over the client		
4. Referral letter reflecting whether documentary concern or no identified Next of Kin (NOK)		Foreign post/country of origin, Department of Foreign Affairs Office of the Undersecretary for Migrants Welfare Affairs (DFA-OUMWA) , Inter-agency Council for Anti-trafficking in person (IACAT) & Overseas Worker Welfare Administration (OWWA)		
Airport assistance				
1. Airport intake sheet (AIS)		Social Worker CBSS		
2. Certificate of Eligibility		Social Worker, CBSS		
3. Acknowledgement Receipt		Social Worker, CBSS		
4. Travel documents/passport		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon arrival at the airport, approach the DSWD repatriation team carrying the name of the OFs referred.	1. Repatriation team is waiting for the arrival of the referred OFs	None	30-45mins.	SWO-II member of repatriation team CBSS (International Social Service Office – Central Office (ISSO-CO if mass repatriation)
2. OFs should present the Airport	2. Check completeness of	None	5-105mins.	SWO-II, CBSS

Intake sheet (AIS) provided to them by the Social Welfare Attache (SWAtt) from the foreign post, if none for OF to fill-up	the information at the AIS and assist in filling up the said form			
3. She/he should discuss the pressing/immediate concern she presented to the SWAtt	3. Validation, assessment & orient on the department's programs and services that can help address the pressing/immediate concern presented.	None	10 mins.	SWO-II, CBSS
4. Client decides to avail the assistance (but for the minors without adult companion, it is automatic that their custody will be under DSWD) & fill-up necessary documents needed in the processing for the assistance to include Certification of eligibility for the transportation and food assistance and signed necessary	4. Provision of necessary assistance based on the assessment. 4.1. Outright Transportation/Financial and food assistance 4.2 Temporary sheltering (Jose Fabella Center, Haven for Women, Nayong Kabataan, & Reception & Study Center for Children (RSCC) and actual turn-over of the case to the shelter (case management will be at the center but CBSS will help)	None	30 mins. 5-8 hours	SWO-II CBSS
5. OFs is/are expected to follow the	5. Monitor carried-out task shared	None	3-6mos.	SWO-II, CBSS

rules & regulations set at the center & encouraged to provide feedback on her/his stay until reintegration.	along case management, follow-up the updates of the case to the center and secure feedback from the client.			
6. For those needing further case management, will be assigned to the social worker. Report of Birth delayed registration	6.1. Conduct of homevisit and counseling on the steps & processes (especially when DNA is required) 6.2. Assist clients in affidavit preparation, notarization, at authentication at the Office of Consular Affairs (OCA). 6.3. Witness the DNA extraction (as scheduled by the OCA)	None	3 mos.	<i>SWO-II. CBSS</i>
	6.4. CBSS to provide update to ISSO, initial report thru Group chat. 7.5. Written update of the specific case	None	20-30mins.	<i>Social Worker, CBSS</i>
	Total		6mons, 1hr & 30mins.	

8. Supplementary Feeding Program (SFP)

Republic Act No. 11037 otherwise known as the "Masustansyang Pagkain para sa Batang Pilipino Act: of 2018 mandates the Department of Social Welfare and Development (DSWD) and the Department of Education (DEpED) to implement the Supplementary Feeding Program (SFP) and the School-Based Feeding Program respectively to address under nutrition among Filipino children.

The Supplementary Feeding Program (SFP) is the provision of food in addition to the regular meals to target children ages 2-5 years old enrolled in the Child Development Center (CDCs) and Supervised Neighborhood Play (SNPs) as part of the DSWD's contribution to the early childhood care and development (ECCD) program of the government.

Office or Division:	Special Project Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Children Beneficiaries Served in Day Care Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Project Proposal		C/MSWDO		
1 Memorandum of Understanding		C/MSWDO		
Master list of children Beneficiaries		C/MSWDO		
Nutritional Status		C/MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the documentary requirements	1. Prepare the Cycle Menu for the implementation of SFP	None	Within 2 working days	<i>Nutritionist Dietitian II Nutritionist Dietitian I</i>
	2. Prepare the recipe of the menu	None	Within 1 working day	<i>Nutritionist Dietitian II Nutritionist Dietitian I</i>
	3. Specify the raw materials in preparation on the bidding process.	None	Within 2 working days	<i>Nutritionist Dietitian II Nutritionist Dietitian I</i>
	4. Receive all documents 4.1. Record the incoming documents 4.2. Endorse the out – going documents	None	2 minutes	<i>SFP Administrative Assistant - II</i>

	to the OIC of the Section			
	5. Review and evaluate project proposals and Memorandum of Understanding submitted by LGUs required for the implementation of Supplementary Feeding Program for children.	None	10 minutes	<i>Officer In – Charge Focal Person Social Welfare Officer – II Nutritionist – Dietitian – II Nutritionist – Dietitian – I Project Development Officers - I</i>
	6. Submit the Memorandum of Understanding of LGUs to Officer In – Charge of the Section for affix initial 3.1. Log - in the documents to the logbook.	None	3 minutes	<i>Administrative Assistant - II</i>
	7. Submit the Memorandum of Understanding to the Division Chief of the Protective Services Division for signature. 1.1. Log – in the documents	None	3 minutes	<i>SFP Administrative Assistant II Administrative Assistant I</i>
	8. Submit the Memorandum of Understanding to the Office of the Assistant Regional Director for	None	3 minutes	<i>Administrative Aide IV SFP Administrative Assistant II</i>

	Operations for signature. 5.1. Log – in the documents.			
	9. Receive the approved Memorandum of Understanding from Regional Director's Office 9.1. Log in the incoming documents	None	3 minutes	<i>Administrative Assistant - II</i>
	10. Notarization of Memorandum of Understanding in partnership of partner LGUs.	None	5 minutes	<i>Legal Office SFP Administrative Assistant II</i>
	11. Prepare the Terms of Reference (TOR) 11.1. Log in the documents for the record and submit the documents for the affix initial of the Officer In – Charge of SPS. 11.2. Submit the Terms of reference to the Division Chief for the approval, inputs, comments and affix signature. 11.3. Receive the approved Terms of Reference from the Division Chief and	None	5 minutes 3 minutes 3 minutes 3 minutes	<i>Focal Person</i> <i>SFP Administrative Assistant II Officer In – Charge</i> <i>SFP Administrative Assistant II</i> <i>SFP Administrative Assistant II</i>

	<p>submit the Terms of Reference to Officer In – Charge, Assistant Regional Director for Operations for signature.</p> <p>11.4. Receive the approved Terms of Reference from the Regional Director's Office.</p>		3 minutes	SFP Administrative Assistant II
	<p>12. Prepare the Purchase Request of the Cycle Menu for the bidding process</p> <p>12.1 Log in the documents for the record and submit the documents for the affix initial of the Officer In – Charge of SPS.</p> <p>12.2. Submit the Purchase Request to the Division Chief for the approval, inputs, comments and affix signature.</p> <p>12.3. Receive the approved Purchase Request from the Division</p>	None	<p>Within 5 working days</p> <p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p>	<p>Nutritionist Dietitian I</p> <p>SFP Administrative Assistant II</p> <p>SFP Administrative Assistant II</p> <p>SFP Administrative Assistant II</p>

	<p>Chief and submit the Purchase Request to Officer In – Charge, Assistant Regional Director for Operations for signature.</p> <p>12.4. Receive the approved Purchase Request from the Regional Director's Office.</p>		3 minutes	<i>SFP Administrative Assistant II</i>
	<p>13. Consolidate the approved documents such as:</p> <ul style="list-style-type: none"> ✓ Purchase Request ✓ Mother Project proposal ✓ Work and Financial Plan ✓ Project Procurement Management Plan ✓ Terms of Reference <p>13.1. Log in the documents for the record and submit the documents</p> <p>13.2. Submit the consolidated documents</p>	None	<p>Within 30 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p><i>SFP Administrative Assistant II</i></p> <p><i>SFP Administrative Assistant II</i></p> <p><i>SFP Administrative Assistant II</i></p>

	to Bids and Awards Committee for the bidding process			
	14. Prepare the Purchase Order	None	5 hours	<i>Focal Person</i> <i>SWO – II</i> <i>ND – II</i> <i>ND – I</i> <i>PDO – I</i>
	14.1. Log in the documents for the record and submit the documents for the affix initial of the Officer In – Charge of SPS.		3 minutes	<i>SFP Administrative Assistant II</i>
	14.2. Submit the Purchase Order to the Division Chief for the affix initial/ signature.		3 minutes	<i>SFP Administrative Assistant II</i>
	14.3. Receive the approved Purchase Order from the Division Chief		3 minutes	<i>SFP Administrative Assistant II</i>
	15. Prepare Requisition and Issuance Slip and Acceptance and Inspection	None	5 minutes	<i>Focal Person</i> <i>SWO – II</i> <i>ND – II</i> <i>ND – I</i> <i>PDO – I</i>
	16. Monitor and inspect the delivery of food commodities on the identified drop off points	None	Within 1 working day	<i>Focal Person</i> <i>SWO – II</i> <i>ND – II</i> <i>ND – I</i> <i>PDO – I</i>
	17. (After the delivery of food commodities)	None	30 minutes	<i>Focal Person</i> <i>SWO – II</i> <i>ND – II</i>

	facilitate the payment of food commodities with the following attached documents: ✓ Disbursement Voucher ✓ Sales Invoice ✓ Delivery Receipt ✓ Statement of Account ✓ Requisition and Issue Slip (RIS) ✓ Inspection and Acceptance ✓ Purchase Order ✓ Obligation Request and Status ✓ Certificate of Availability of Funds ✓ Contract ✓ SFP Mother Proposal ✓ Work and Financial Plan ✓ Project Procurement Management Plan ✓ Purchase Request			<i>ND – I</i> <i>PDO – I</i>
	18. Consolidate the following documents: ✓ Disbursement Voucher ✓ Sales	None	5 minutes	<i>SFP Administrative Assistant – II</i>

	<ul style="list-style-type: none"> ✓ Invoice ✓ Delivery Receipt ✓ Statement of Account ✓ Requisition and Issue Slip (RIS) ✓ Inspection and Acceptance ✓ Purchase Order ✓ Obligation Request and Status ✓ Certificate of Availability of Funds ✓ Contract ✓ SFP Mother Proposal ✓ Work and Financial Plan ✓ Project Procurement Management Plan ✓ Purchase Request 			
	<p>18.1. Record the documents in Special Project Section Log Book</p>		3 minutes	<i>SFP Administrative Assistant – II</i>
	<p>18.2. Submit the documents for payment in Finance Management Division</p>		3 minutes	<i>SFP Administrative Assistant - II</i>

	19. Monitoring and provision of technical assistance to LGUs	None	120 feeding days	<i>Focal Person</i> <i>SWO – II</i> <i>ND – II</i> <i>ND – I</i> <i>PDO – I</i>
	20. Validation/Consolidation of Master List and Nutritional Status Upon Entry, after 60 days and after 120 days per LGU	None	As per schedule	<i>Nutritionist – Dietitian II</i> <i>Nutritionist – Dietitian I</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	You can send feedback report to this email address cbsu_ncr@yahoo.com and combs.foncr@dswd.gov.ph or call at telephone 733-0010 loc. 116 or written platform send to DSWD-NCR #389 San Rafael St. Legarda, Sampaloc, Manila and the client will fill-up the Client's Satisfaction Survey Form.
How feedbacks are processed	<p>Everyday the email account of the Section were being check and all the communication, queries and clarification were printed for the information and appropriate action of the Section Head within one to three days period.</p> <p>Immediate assignment to the social workers for appropriate action.</p> <p>Action/s taken were provided to the concerned or source of feedback report especially there is response expected from the Section.</p>
How to file a complaint	Send the complaint thru email, cbsu_ncr@yahoo.com phone call at telephone number 733-0010 loc.116 or written platform send to DSWD-NCR #389 San Rafael St. Legarda, Sampaloc, Manila
How complaints are processed	<p>Send the complaint thru email, phone call, or written platform. All the complaints will be printed by the Administrative staffs for eventual endorsement to the Section Head for validation, and investigation.</p> <p>Involved staff will be requested to explain her/his side. Whatever the result, if it is not resolved within the Section, this will be elevated to the Division Chief for technical assistance.</p>
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888
Community Based Services Section	733-0010 loc. 116, or 09322098164- Sun/Smart & 09650543087 Globe

9. 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. <p>Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> - 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 Section (ARRS) shall review and examines the petition if sufficient in form and substance	None	3 working days	<i>FO-ARRS social worker</i>
	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	<i>Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc</i>
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders a recommendation		5 working days	<i>Regional Director</i>

	<p>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.</p>	None	2 working days	<i>Field Office – Records Section</i>
	<p>For Surrendered Children</p> <p>1. The ARRS shall review the Application together with the supporting documents</p> <p>2. The Regional Director shall render recommendation on the Application</p> <p>3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p>	None	<p>3 working days</p> <p>2 working days</p> <p>2 working days</p>	<p><i>FO-ARRS social worker</i></p> <p><i>Regional Director</i></p> <p><i>Field Office – Records Section</i></p> <p><i>Note: The number of signatories in the documents shall be limited to only 3 signatories</i></p>
	<p>For Neglected/Abuse Cases</p> <p>1. The ARRS shall review the Petition together with the supporting documents</p>	None	<p>3 working days</p> <p>2 working</p>	<p><i>FO-ARRS social worker</i></p>

	<p>2. The Regional Director shall render recommendation on the Petition</p> <p>3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation</p>	None	<p>days</p> <p>2 working days</p>	<p><i>Regional Director</i></p> <p><i>Field Office – Records Section</i></p>
Central Office				
DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB	<p>A. Program Management Bureau -PMB</p> <p>1. PMB Admin staff receives and tracks the document to the Document Transaction Management System (DTMS) and endorses to ARRD technical staff for review.</p> <p>2. PMB technical staff acknowledges and reviews the dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned</p>	<p>None</p> <p>None</p>	<p>4 working days</p>	<p><i>-PMB –ARRD Amin Staff</i></p> <p><i>PMB-ARRD Social Worker</i></p>

	<p>indicating comments and recommendations. FO.</p> <p>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.</p>	None		<p><i>PMB-ARRD-Social Worker</i></p> <p><i>ARRD Admin. Staff</i></p>
	<p>4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ Disapproval.</p>	None		<p><i>OIC-Division Chief</i></p>
	<p>5. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement</p>	None		<p><i>ARRD Admin staff</i></p>

	letter to the Secretary and endorse to the Bureau Director			
	6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.	None		<i>Bureau Director</i>
	7. PMB Director renders decision and recommendation.	None		<i>Bureau Director</i>
	8. Admin. Staff tracks and endorse the documents to the Office of Undersecretary.	None		<i>PMB Admin. Staff</i>
	B. Undersecretary level			
	9. Reviews, approve and endorsement of the petition/application and by the Undersecretary for Operations Group to the Secretary.	None	1 working day	<i>DSWD-Undersecretary</i>
	10. If with comment, returns to PMB with	None		<i>PMB ARRD-TS Staff</i>

	<p>comments/ note</p> <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		<p>OSEC – <i>Technical staff</i></p> <p>DSWD- <i>Secretary</i></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</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p><i>ARRD Admin staff</i></p> <p><i>ARRD Admin staff</i></p>

	FO			
	16. Drafts memo to the FO endorsing the signed CDCLAA	None	15 minutes	<i>ARRD Social Worker</i>
	17. Approves by the Bureau Director the memo to the FO.	None	15 minutes	<i>Bureau Director</i>
	18. Endorse to the Records Section/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA	None	15 minutes	<i>PMB Admin Staff</i>
	19. Transmit the signed original CDCLAA to the FO	None	3-5 working days	<i>DSWD CO Records Officer</i>
TOTAL		NONE	5 days and 55 minutes	

10. 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
A. Prospective Adoptive Parent/s (PAP/s) Dossier		
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		Licensed Physician

Evaluation/Certification by a duly licensed physician. Certification should: (a) 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
B. Additional Requirements for Foreign Nationals	
1. 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.	Embassy / Foreign Adoption Agency / ICAB

<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> <p>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.</p>	
2. 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)
3. 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
4. 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	DSWD FOs/LGUs/ CCAs/CPAs

months or more recent if there is significant progress or development)	
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
<i>Abandoned/Foundling/Neglected Children</i>	
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
<i>Additional Supporting Documents</i>	
1. Death Certificate of Birthparents (if deceased)	

Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are diagnosed to be intellectually challenged)	
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 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/	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	None	Within the day upon receipt of the PAP/s case	FO ARRS/SWAD

DSWD dashboard)/file application to the concerned Field Office.	social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren.		One (1) day	
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the complete documentary requirements to the FO:	None		<i>PAP/s/DSWD FO ARRS</i>
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None		<i>FO ARRS/SWAD</i>
	5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements. 6. If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment) 7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching	None	Within a month from the date of filing of application for adoption of the PAPs,	<i>FO ARRS/SWAD Note: The number of signatories in the documents shall be limited to only 3 signatories</i>
TOTAL			5 -15 months	
I. Regional Level Placement of Children to PAP/s through Regional Matching	1. Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents	None	Within two (2) working days from the receipt of CDCLAA	<i>FO- ARRS Social Worker</i>

Endorsement of the Dossier of the PAPs and child for Regional Matching	2. Inform the concerned agency on the comments and recommendations through an official memo.		Within three (3) days upon receipt of dossier	<i>FO-ARRS Social Worker</i> <i>Regional Director</i>
	3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching 4. Invite the RCWSG members to the matching conference.	None	At least three (3) days prior to the scheduled matching conference. At least three (3) days prior to the scheduled matching conference	<i>FO ARRS Social Worker</i> <i>FO-ARRS Social Worker</i> <i>Regional Director</i>
	5. Provide the RCWSG members advance copies of dossier of Children/PAP/s 6. Conduct /present the child and PAP/s' case in the matching conference 7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s 8. Once the matching of a child to the PAP is	None	At least five (5) working days before the matching conference. One (1) day (Matching Conference at least twice a month but not exceeding four times a month) During the matching conference After the matching	<i>FO-ARRS Social Worker</i> <i>Child and PAP/s handling social worker</i> <i>RCWSG members</i> <i>Regional Director</i>

	<p>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>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><i>FO-ARRS Social Worker</i></p> <p><i>Regional Director</i></p> <p><i>PAP/s/SWAD Social Worker</i></p> <p><i>PAP/s</i></p>
	<p>11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the written acceptance letter</p>	None	<p>Within the day after the receipt of the acceptance letter of the</p>	<p><i>FO-ARRS Social Worker</i></p>

	of the PAP/s.		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'	<i>PAP/s' and child Social Workers</i>
	13. Conduct/monitor monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend shortening, lengthening or waiving the supervisory report.	None	Three (3) months after the placement of the child to the custody of PAPs	<i>PAP/s' Social worker</i>
	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.	<i>DSWD FO-ARRS Social Worker)</i> <i>Regional Director</i> <i>PAP/s Social Worker</i> <i>Note: The number of signatories in the documents shall be limited to only 3 signatories</i>
II. CO Level Placement of Child/ren and PAP/s through Inter-regional Matching Conference	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	None	Within a day after the upon	<i>PMB ARRD Social Worker</i>

	and other documentary requirements and make assessment and recommendation.		receipt of the dossier	
	2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum, approved by the Bureau Director	None	Within three (3) days upon receipt of the dossier	<i>PMB-ARRD Social Worker</i> <i>PMB Director</i>
	3. Prepare a roster of children and PAP/s available for interregional matching. 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.	None	At least five (5) days prior to the scheduled matching conference	<i>PMB-ARRD Social Worker</i>
	4. Inform and invite the NCWSG members to the matching conference.	None	At least five (5) days prior to the scheduled matching conference	<i>PMB-ARRD Social Worker</i>
	5. Provide the NCWSG members advance copies of the child/ren and PAP/s' dossier for review	None	At least five (5) days before the matching conference	<i>PMB-ARRD Social Worker</i>
	6. Conduct/present the case of the child/ren and		On the day of	<i>Child/PAP/s</i>

	PAP/s in the matching conference. Ensure a quorum of the NCWSG members (three (3) out of five (5)).	None	scheduled matching conference (At least once a month, but not exceeding four (4) times a month)	<i>Social Worker</i>
	7. Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.	None	On the day of matching conference	<i>NCWSG members</i>
	Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.		After the matching conference	<i>PMB-ARRD Social Worker</i>
	8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA).	None	Within two (2) days after the matching conference	<i>PMB-ARRD Social Worker</i>
	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>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><i>PMB Bureau Director</i></p> <p><i>PAP/s</i></p>
	<p>10. Once accepted the matched, submit Acceptance Letter to PMB</p> <p>11. Facilitate the approval of the Pre-Adoption Placement Authority (PAPA), signed by the Bureau Director</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><i>PAP/s</i></p> <p><i>PMB –ARRD Social Worker</i></p> <p><i>PMB Bureau Director</i></p>
	12. Coordinate and facilitate child's actual physical transfer to the	None	Within 10 days after the receipt of the	<i>PAP/s' Social Worker</i>

	<p>PAP/s</p> <p>13. 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.</p> <p>14. Facilitate the issuance of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report</p> <p>Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department</p>		<p>PAPA</p> <p>Three (3) months after placement of the child</p> <p>Within the day, after the receipt of the third/final post placement supervisory report</p>	<p><i>PAP/s' Social Worker</i></p> <p><i>DSWD Undersecretary for Operations</i></p>
	TOTAL	NONE	25 Days Maximum depending on the case of the child	

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/Section/Section	DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Section (ARRS)
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 Section (ARRS) 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	Applicant

the applicant and, where applicable, his/her family taken at least 6 months	
1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Section (ARRS)
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 Sections may require	Applicant

Note: Other document/s may be required is/are necessary on the case management of intensive cases				
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	ARRS 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 ARRS Social Worker	None	15 minutes	Administrative Staff
	2.4. Review of the application and submitted documentary	None	1 hour, 30 minutes	ARRS Social Worker

	requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit			
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Section Head	None	10 minutes	<i>Administrative Staff</i>
	2.6. Review and recommending approval of the Section Head	None	1 hour	<i>ARRS Head</i>
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	<i>Administrative Aide IV</i>
	2.8. Review and recommending approval of the Division Chief	None	1 hour	<i>PSD Chief</i>
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for	None	10 minutes	<i>Administrative Aide</i>

	Operations	None		
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	<i>Assistant Regional Director for Operations</i>
	2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	<i>Administrative Aide IV</i>
	2.12. Approval of the Regional Director	None	2 hours	<i>Regional Director</i>
	2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRS Social Worker	None	20 minutes	<i>Administrative Aide IV</i>
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 commSectiony for collateral	None	8 hours	<i>ARRS Social Worker</i>

	interviews and coordination with barangay.			
	3.2. Preparation of the Home Study Report (HSR)	None	Within 20 days	<i>ARRS Social Worker</i>
	3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID	None	8 hours	<i>ARRS Social Worker</i>
	3.4. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Section Head	None	10 minutes	<i>Administrative Aide IV</i>
	3.5 Review and recommending for approval of the Section Head	None	4 hours	<i>Section Head</i>
	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None	10 minutes	<i>Administrative Aide IV</i>

	3.7. Review and recommending approval of the Division Chief	None	4 hours	<i>PSD Chief</i>
	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	10 minutes	<i>Administrative Aide IV</i>
	3.9. Review and recommending approval of the Assistant Regional Director for Operations	None	4 hours	<i>Assistant Regional Director for Operations</i>
	3.10. Database logging of the draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Regional Director	None	10 minutes	<i>Administrative Staff</i>
	3.11. Approval of the Regional Director	None	4 hours	<i>Regional Director</i>
	3.12. Assignment of FFCL Reference	None	10 minutes	<i>Administrative Staff</i>

	Number and Foster Care ID Number and database logging of above information 3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None	20 minutes	<i>Administrative Staff</i>
	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	ARRS-Foster Care Section (FCS)			
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 Sections (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 Sections 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 Sections where the child is admitted/originated		
Recent Photograph		Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Sections 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	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Pre-Matching	1.1 Receipt of the dossier of the child from the concerned agency	None	15 Minutes	<i>Administrative Aide IV</i>
	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	<i>ARRS Social Worker</i>
	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		<i>ARRS Social Worker</i>
	1.6 Database logging of the Acknowledgment Letter for onward endorsement to the Section Head	None	10 minutes	<i>Administrative Aide IV</i>
	1.7 Review and approval of the acknowledgment letter or comments on	None	1 day	<i>ARRS Head, PSD Chief ARDO, RD</i>

	the child's dossier			
	1.8 Endorsement of the approved Acknowledgment Letter to the concerned agency	None	1 day	<i>Administrative Aide IV, Records Section</i>
	1.9 Invitation of the agency/social worker to the Foster Care Matching Conference	None	1 day	<i>Matching Secretariat</i>
	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	<i>Matching Secretariat</i>
	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	<i>Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG)</i>
	2.2 Brief visual presentation of each case of foster parents and children	None	4 hours	<i>Case Managers from ARRS, RCFs, CPAs, CCAs, and LGUs</i>
	2.3 Discussion/provision of	None	2 hours	<i>Matching Secretariat, RCWSG, Case</i>

	comments, observations, and inputs on the case presented			<i>Managers from ARRS, RCFs, CPAs, CCAs, and LGUs</i>
	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	<i>Matching Secretariat, RCWSG</i>
	2.5 Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	30 minutes	<i>Matching Secretariat RCWSG</i>
3. Post-Matching	3.1 Database logging of the Resolution, Certificate of Matching, draft FPA, and Transmittal Memo to concerned agency for onward endorsement to the Section Head	None	10 minutes	<i>Administrative staff</i>
	3.2 Review and Approval of the Resolution, Certificate of Matching, draft FPA, and transmittal to concerned agency	None	1 day	<i>ARRS Head, PSD Chief, ARDO and RD</i>
	3.3 Endorsement of the approved Acknowledgment/Tra	None	20 minutes	<i>Administrative Staff</i>

	transmittal Letter to the concerned agency/social worker			
Upon Receipt of Acceptance Letter from FPs	3.4 Receipt of the Acceptance Letter from Foster Parents and signed FPA	None	5 minutes	<i>Administrative staff, Records Section</i>
	3.5 Preparation of transmittal letter to the concerned agency/ social worker with FPA signed by the FP	None	30 minutes	<i>Matching Secretariat</i>
	3.6 Approval of the FPA and transmittal letter to the concerned agency/social worker	None	1 day	<i>ARRS Head PSD Chief ARDO Regional Director</i>
	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)	<i>Administrative Staff/Records Officer</i>
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	<i>Social Worker of the Child and Foster Parents; Foster Parent; Child</i>
	4.2 Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended.	None	1 day	<i>ARRS Social Worker</i>
	4.3 Conduct home visits to monitor the foster child's	None	Frequent for the first three months; Bi-	<i>ARRS Social Worker</i>

	adjustment in the foster home until foster placement is terminated		monthly for the succeeding months Short term - less than 6 months Long-term - 6 months or more	
TOTAL (Excluding the supervisory period)		None	10 days, 10 hours, and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS staff and dropped in the dropbox. The answered CSMF in dropbox is being collected by the Statistician every 15 days for consolidation report.</p> <p>During Online Adoption/Foster Care Forum which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum, the answers CSMF are collected by the Statistician.</p>
How feedback is processed	<p>Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.</p>
How to file a complaint	<p>In the Client Satisfaction Measurement Form there is a portion where clients could write their complaints or suggestions in the provided service/technical assistance.</p>
How complaints are processed	<p>The Supervisor immediately provides feedback to ARRS Staff on the raised complaints through a meeting. The ARRS staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1st day of the succeeding month.</p> <p>Clients with complaints will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS) CIS Tel No; 8735-5413/ 3493-7907</p> <p>8888</p>

13. Provision of Assistance to Senior Citizens through Social Pension

The application for Social Pension Program involves Evaluation of Application, Assessment and Interview and endorsement to Local Government Unit specifically to City Social Welfare and Development (CSWDO) and Office of the Senior Citizen Affairs (OSCA).

Office/ Division	Social Pension Program Management Officer (SPPMO)/ Protective Services Division (PSD)			
Classification	Simple			
Type Of Transaction	Government to Citizens			
Who May Avail	Sixty Years old (60) and above senior who are: Frail, sickly, or with disability; No pension from the Government Service System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Arm Forces and Police Mutual Benefits Association, Inc., any other insurance company; No permanent source of income; and No regular support from family or relatives for his/her basic needs.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Original Copy of Senior Citizen Identification Card (ID) With 2 photocopies		Office of the Senior Citizen Affairs Office (OSCA)		
Application form		Social Pension Program Management Office		
1x1 pic		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of authentic and valid Office of the Senior Citizen (OSCA) Identification Card at the assigned Officer of the day (OD) of the Social Pension Project Management Office	1. Review of the OSCA ID presented by the applicant	None	1 minute	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
	1.1 Checking of the applicant's personal information in the Social Pension Database to determine if the client is an		5 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>

	existing social pensioner 1.2 If existing, client will be immediately informed on the schedule of cash pay-out		5 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
2. Provide accurate and factual information during the intake interview of the OD of the Social Pension Project Management Office .	2. If not existing social pensioner, conduct intake interview with the applicant and fill-out the Social pension Application form with 1x1 picture in order to evaluate and assess the eligibility of the applicant in the social pension program	None	15 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
	2.1 Inform the applicant regarding the endorsement of the complete Social Pension Intake Sheet and the attached photocopy of OSCA ID to their respective LGU for revalidation and scheduling of home visit		4 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II, Admin Asst. III SPPMO</i>
	2.2. The application form with 1x1 picture of all the walk-in applicant will be		5 minutes	<i>Project Development Officer I/ II, Social Welfare Officer II, Admin Officer II,</i>

	consolidated and will be forwarded by OD to the respective Focal Person to officially endorse the name of the applicant to LGU for their reference			<i>Admin Asst. III</i> SPPMO
	2.3. Received endorsement of hard and soft copy of master list from LGU		3 minutes (with waiting time depends on the submission of LGU)	<i>Admin Asst. III, Admin Aide IV (Database)</i> SPPMO
	2.4 Name matching and duplicity checking of submitted masterlist		3 working days	<i>PDO I/II, Social Welfare Officer II, Admin Assist.III, Admin Aide IV</i> SPPMO
	2.5 Conduct home visit/ validation on senior citizen in coordination with CSWD and OSCA		30 minutes per client (Duration of validation may vary depending on the number of Senior Citizen applicant)	<i>PDO I/ II, Admin Assist.III, Admin Aide IV</i> SPPMO
	2.6 Encode Social Pension General Intake Sheet		3 minutes per form	<i>Admin Assist. III, Admin Aide IV (Database)</i> SPPMO
	Note: In case the data reflected on the Social Pension general intake sheet is incomplete re-validation thru		3 working days	<i>Admin Assist. III, Admin Aide IV (Database)</i> SPPMO

	home visit will be conducted again			
	2.7 When all the data is complete upon encoding, the database will consolidate the encoded list for duplicity, ensure the accuracy of the information		5 minutes	<i>Admin Assist. III, Admin Aide IV (Database) SPPMO</i>
	2.8 The consolidated list will be forwarded to DSWD Central Office for eligibility checking		4 hours	<i>PDO I/ II, Social Welfare Officer II SPPMO</i>
	2.9 Received Clean list from DSWD Central office and conduct counter checking of downloaded list		3 working days	<i>Admin Assist. III, Admin Aide IV (Database) SPPMO</i>
	Note: If client is not eligible, the focal person will inform the Senior Citizen on the result of validation thru letter			
	2.10 If client is eligible based on the clean list, Senior Citizen will be included on the waiting list subject to availability of the slot		5 minutes	

	TOTAL	NONE	9 days, 5hrs, 26 minutes	
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Upon approval of application and inclusion in the Social Pension Program, the eligible and indigent senior citizen will now proceed to availment of semestral stipend.

CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Beneficiaries: Senior Citizen Identification Card (Original with 2 photocopy)		Office of the Senior Citizen Affairs (OSCA) LGU		
Authorized Representative:				
1. Senior Citizens ID (Original with 2 photocopy)		Office of the Senior Citizen Affairs		
2. Original copy of Authorization Letter with Signature/thumb mark of pensioner		Pensioner		
3. Picture of Pensioner and Authorized Representative holding the latest newspaper (must be taken on or before pay-out)		Pensioner		
4. Valid Government issued ID of Authorized representative (original & 2 photocopy)*		SSS,GSIS, DFA, PHILPOST, PRC, TIN		
*The validator shall request additional requirements depending on the case for further verification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation and submission of the Requirements to the assigned validator Note: ensure to submit all needed documentary requirements for validation.	1. Review and thorough checking of the completeness of requirements and accuracy of information of pensioner vis-à-vis payroll. Note: If the requirements are complete.	None	5 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO
	1.1 Incomplete requirements, inform the		3 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO

	pensioner of the lacking documents Note: In case of discrepancies in RAO vs. ID's, Certificate will be Issued by the OSCA from LGU			
2. Sign-in to payroll and documents that requires their signature and or thumb mark	2. With complete requirements, let the pensioner sign the payroll and other documents. Issue stub & copy of validated documents to the pensioner.	none	5 minutes	<i>Admin Aide IV, Admin Asst. III (Validator) SPPMO</i>
3. Proceed to SDO/Paymaster for receipt of stipend	3. Rechecking of the validated documents. Release the stipend.	none	3minutes	<i>Special Disbursing Officer/ Paymaster</i>
4. Proceed to the picture-taking area	4. Take a photo of the social pensioner holding his/her OSCA ID and pension. The photo will be uploaded to the database of Social Pension Information System	None	2 minutes	<i>Admin Aide IV, Admin Asst. III (Validator) SPPMO</i> <i>Admin Asst. III, Admin Aide IV (Database) SPPMO</i>
	TOTAL	None	18 minutes	

14. Provision of Centenarian Gift to Centenarians

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:	Protective Services Division/ SPPMO		
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:			
1 Original Birth certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)		
1 photocopy			
Original Philippine Passport	Department of Foreign Affairs (DFA)		
1 photocopies			
Original 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)		
1 photocopies			
In the absence of Birth Certificate or passport the following requirement should be submitted			
1 Original Marriage Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)		
1 photocopy			
Original Birth Certificates of children	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)		
1 photocopy			
Original copy of Affidavits executed by at least two (2) disinterested persons	Lawyer (either public or private)		
1 Certified true copy Old School records or Employment records	School or Employment agency		
1 photocopy			
Original copy of Baptismal and/or Confirmation records	Parish church and other religious denomination		
1 photocopy			

Original copy of Medical and/or Dental examination 1 photocopy	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:				
Original copy of Death certificate 1 photocopy	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Original copy of Identification card of the nearest surviving relative 1 photocopy	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)			
1 Original copy of Certificate of live birth or Marriage Certificate of the nearest surviving relative OR Original copy of Baptismal and/or Confirmation records 1 photocopy	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) Parish church and other religious denomination			
Original Copy of Special Power of Attorney	Lawyer (either public or private)			
Original Copy of Warranty and Release from Liability	DSWD Field Offices			
<i>*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</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the required documents	None	Depends on the set fees of the agency where the pertinent documents be secured		Centenarian or Centenarian surviving relatives
2. Submit permanent documents and fill-out	2. the City/Municipality Social Welfare and	None	20 minutes	Centenarian or Centenarian surviving relatives

the forms to the Local Government Unit either through the City/Municipality Social Welfare and Development Office (C/MWDO) or Office for Senior Citizens Affairs (OSCA) or to DSWD Field Office all	Development Office or Office for Senior Citizens Affairs or DSWD Field Office verify the authenticity and veracity of the submitted Documents of the centenarian applicants Note: C/MSWDO submit the documents to DSWD Field Office		10 minutes	C/MSWDO and OSCA Staff <i>DSWD FO Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II, Social Welfare Officer III</i> C/MSWDO and OSCA Staff
	2.1 Assigned Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II will conduct home visit to the centenarian to verify the warm living body of the Centenarian applicant and take a photo of the centenarian applicant	None	30 minutes	<i>DSWD FO Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II, Social Welfare Officer III</i>
	2.2 Assigned Admin Assistance,	None	30 minutes	<i>Assigned Admin Assistance, Project</i>

	Project Development Officer I, Project Development Officer II, Social Welfare Officer II prepared feedback report of the home visit address to Division Chief, Assistant Regional Director for Operation and Regional Director			<i>Development Officer I, Project Development Officer II, Social Welfare Officer II</i>
	2.3 Processing of Obligation Request Status and DV for the issuance of cheque amounting to One Hundred thousand Pesos (Php100,000.00)	None	3 working days	<i>Project Development Officer II, Admin Aide IV, Admin Assistance III</i>
	2.4 Awarding of Cheque to Centenarian Applicant	None	10 minutes	<i>Assigned Admin Assistance, Project Development Officer I, Project Development Officer II, Social Welfare Officer II</i>
TOTAL		None	3 working days 1 hour and 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Please let us know we have served you by sending your feedback and suggestion through email (foncr@dswd.gov.ph) and telephone numbers 733-0010 local 105 or 5-310-0735.
How feedbacks are processed	The Admin Assistant II will consolidate all the feedback and forwarded it to SPPMO Head for proper actions. SPPMO Head discusses the Feedback of the Clients to the Staff and to the management for Office improvement.
How to file a complaint	Please let us know we have served you by sending your complaint through email (foncr@dswd.gov.ph) and telephone number 87330010 loc 105 Or 5-310-0735.
How complaints are processed	The Admin Assistant II will consolidate all the Complaint and forwarded it to SPPMO Head for proper actions. SPPMO Head discusses the complaints of the Clients to the SPPMO Staff and to the management for proper action
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

15. 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.

Based on the Executive Order No. 15 Series of 1998 where the functions and operations of the DSWD have been devolved to the Local Government Units, the Department has been transformed from being a direct service deliverer to a technical assistance provider. It is the mandate of the DSWD to provide technical assistance to Local Government Units (LGU), Non-Government Organization (NGO), National Government Agencies (NGA), People's Organizations (PO) and other members of the civil society in effectively implementing the programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life.

In relation to this, the Department adopted this mandate through the Administrative Order No. 44 Series of 2002 or the Guidelines in the Provision of Technical Assistance and Resource Augmentation to DSWD Intermediaries. Technical Assistance are activities through which DSWD imparts technical and organizational skills and know-how to a local government unit, another agency or organization, groups or individuals, specially where the latter seek for such with the ultimate aim of standardizing and upgrading delivery of basic social services.

Office or Division:	Capacity Building Section – Protective Services Division			
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		
Letter request addressed to Mr. Vicente Gregorio B. Tomas, Regional Director of DSWD-NCR		Requesting party		
Program of Activities		To be prepared by the 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	RESPONSIBLE PERSON
1. Send a request letter to DSWD-	1.1. Receive, check and log request letter	None	1 Hour	Admin staff (Records Section)

NCR two (2) weeks before the conduct of the activity.	and forward to the Office of the Regional Director (ORD).			
	1.2. Receive the request letter and endorse to the Regional Director	None	1 Hour	<i>Admin staff/Regional Executive Assistant (ORD)</i>
	1.3. Review and provide instructions and endorse to Protective Services Division (PSD)	None	6 Hours	<i>Regional Director</i>
	1.4. Review and provide instructions and endorse to Capability Building Section (CBS)	None	3 Hours	<i>Protective Services Division Chief/Head</i>
	1.5. Receive the request letter	None	1 Hour	<i>Admin staff (CBS)</i>
	1.6. Review and assess the request	None	2 Hours	<i>CBS Section Head</i>
	1.7. Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 Hours	<i>Technical Staff (CBS)</i>
	1.8. Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 Hours	<i>Technical Staff (CBS)</i>
	1.9. Prepare confirmation letter (to include name and details of identified resource person), Memo to the Head of CGS/ Program Focal and	None	3 Hours	<i>Technical Staff (CBS)</i>

	Regional Special Order			
	1.10. Forward confirmation letter, memo and draft RSO to PSD Chief for review and initials	None	1 Hour	<i>Admin Staff (CBS)</i>
	1.11. Review and sign confirmation letter and draft RSO and endorse to ARD for Operations	None	3 Hours	<i>Protective Services Division Chief</i>
	1.12. Review and sign confirmation letter and draft RSO and endorse to Office of the Regional Director	None	3 Hours	<i>Assistant Regional Director for Operations</i>
	1.13. Review and sign the confirmation letter, memo and RSO	None	6 Hours	<i>Regional Director</i>
	1.14. Return to CBS	None	1 Hour	<i>Admin staff (ORD)</i>
	1.15. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form and Post Evaluation Matrix (Google Form Links)	None	1 Hour	<i>Admin staff (CBS)</i>

	1.16. 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	<i>Admin staff (CBS)</i>
	1.17. Encode details of the request to a database	None	1 Hour	<i>Technical Staff (CBS)</i>
	1.18. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor (ANA)	None	3 Hours	<i>Technical staff (CBS)</i>
2. Fill out the DSWD Intellectual Property Agreement, Customer Satisfaction Measurement Survey and Post Evaluation Matrix (Google Form Links)		None	1 Hour	<i>Requesting Party</i>
Total		43 Hours or 5 Days		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback and suggestion can be send through email (capbs.foncr@dswd.gov.ph) and telephone numbers 5-310-1433 or through the QR Code or links of the Client Satisfaction Measurement Form: https://forms.gle/x2k1MGK3vcKMPH1LA and Post Evaluation Matrix: https://forms.gle/vrK3XgieV2s97nhUA</p>
How feedbacks are processed	<p>The Admin Assistant Aide IV will consolidate all the feedback through the Client Satisfaction Measurement Form and Post Evaluation Matrix and forward it to CBS Head for proper action/ instruction.</p> <p>Feedback requiring answers are communicated to the concerned customer within three (3) days upon receipt of feedback.</p> <p>For inquiries and follow-ups, the customer may call the Regional Focal Person on Resource Persons.</p>
How to file a complaint	<p>Complaint/s can be sent through email (capbs.foncr@dswd.gov.ph) and/ or at telephone numbers 5-310-1433 or through the QR Code of the Client Satisfaction Measurement Form: https://forms.gle/x2k1MGK3vcKMPH1LA.</p> <p>To include the following information:</p> <ul style="list-style-type: none"> -Name of person/office being complained -Incident (STAR Model – Situation, Task, Action, Result or 5Ws (who, what, where, when, why) and 1H (how) -Evidence
How complaints are processed	<p>The Admin Assistant Aide IV will consolidate all Complaint and forward it to CBS Head for proper action. CBS Head discusses the complaints of the Client/s to the concerned Staff to respond through official letter and send it through email within three (3) days.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Center and Residential Care Facilities

1 Case Management in Center and Residential Care Facility

a. Reception and Study Center for Children

The **Reception and Study Center for Children (RSCC)** as a Child Caring Agency (CCA) facilitates referral of cases for admission and further case management on custody of children who are ***victims of abuse and abandonment, violence, exploitation, neglect and discrimination.***

¹Case management is a process to plan, seek, advocate for, and monitor services from different social services or health care organizations and staff on behalf of a client. The process enables social workers in an organization, or in different organizations, to coordinate their efforts to serve a given client through professional teamwork, thus expanding the range of needed services offered. Case management limits problems arising from fragmentation of services, staff turnover, and inadequate coordination among providers. Case management can occur within a single, large organization or within a community program that coordinates services among settings. (Barker, 2003)

The Social Service Unit assesses the needs of the clients and integrates the intervention plans based on the recommendations of the Rehabilitation Team Members (RTM) from the Medical Unit, Psychological-Educational Unit, Dietary Unit and Home life Services to prepare a consolidated Child Specific Plan (CSP).

Social Services are interventions that seek to restore and develop social functioning of children thru the Case Management Process. At RSCC, the Case Management is undertaken through collective, collaborative efforts and expertise of a multi-disciplinary team utilizing interventions with the allied services.

For children with parents/s, an assessment shall be done on their parental capacity to assess if the reunification of the child is for his/her best welfare and interest which is coordinated and requested with the concerned City or Municipal Social Welfare Development Offices (CSWDO or MSWDO). If the assessment is favorable, the family is prepared emotionally and psychologically about the proper care and support of the child in coordination with the Local Social Workers. When both the child and the parent/s are ready, reintegration takes place as agreed and recommended by the RTM. If reintegration to the biological family or relatives is no longer possible, the RTM and CSWDO or MSWDO Social Workers shall agree to provide the necessary interventions for the family until such time they are ready to take back the custody and care for the children.

¹ NASW Standards for Social Work Case Management

For abandoned and foundling case of children, social worker processes the children for alternative parental care thru Foster Care, Adoption and Legal Guardianship based on the existing laws and policies.

TARGET CLIENTELE/BENEFICIARIES

The **Reception and Study Center for Children (RSCC)** caters to zero (0) to below seven (7) years old children victims of circumstances of the following categories:

- 1. Abused**
 - Physically Abused (PA)
 - Sexually Abused (SA)
- 2. Abandoned**
 - Foundling
- 3. Orphaned**
- 4. Victims of Violence against children**
- 5. Victims of Exploitation**
 - Child trafficking
 - Child Labor
 - Child Pornography (Cybercrime)
- 6. Neglected**
 - Dependent
 - Voluntary Committed/Surrendered
- 7. Discriminated and Displaced children**

MODE OF ADMISSION

- 1. Walk-In** is those who came directly to the center with a child or children in need of assistance or intervention by any of the following:

- A.** Biological parents or immediate relatives of a child
- B.** Concerned citizens or individuals

For walk-in, rescued and referral from an immediate family and/or, concerned citizens or individuals, a pre-admission conference shall no longer be required; however, the Social Worker on Duty (SWOD) shall accompany the referring party to the Barangay and Police station to blotter the incident as part of the protocols.

In cases that a child or children were referred at night, the Executive Officer of the Day (EOD) shall likewise accompany and assist the referring party to the nearby Barangay and/or Police Community Precinct (PCP) to blotter the said referral.

2. Referral includes clients who have been referred by DSWD Field Offices, Local Government Units (LGUs), private organizations/institutions, other Government offices, and among others.

- A.** For referrals from Field Offices (FOs) - Office, Bureau, Section, or Units (OBSUs) as the referring party should submit referral letter signed by the Head of the concerned OBSUs along with the required documents must be submitted.
- B.** For referral from other Government Entities, referral letter signed by the Head of the concerned office along with the required documents must be submitted.
- C.** For referral case/s from other Child Caring Agency (CCA) wherein a child is recommended for admission, the referring party shall conduct agency visit with the child in preparation of the child's physical transfer in the center and must ensure complete submission of required documentary requirements per agreed timeline to ensure timely case management process.

For client not eligible for admission (those who do not fall in the age and case category of the center), the referring party shall be assisted by informing them of other Child Caring Agencies (CCAs) in the National Capital Region (NCR) to ensure child is referred to appropriate agency or center that may appropriately respond to his or her needs.

I. Referral from Government Agencies, Offices and/or Institutions

Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Referring Parties may be referred as Individuals representing any of the following Agencies and/or Offices: 1. Local City or Municipal Social Welfare Development Offices (CSWDO or MSWDO) 2. Barangay Officials 3. Police 4. DSWD Offices, Bureaus, Sections or Units (OBSUs) - DSWD Centers and/or Residential Care Facilities (C/RCFs)				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. One (1) Original copy of referral</td><td>• For CSWDO or MSWDO - from the</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. One (1) Original copy of referral	• For CSWDO or MSWDO - from the
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. One (1) Original copy of referral	• For CSWDO or MSWDO - from the				

letter	<p>City/Municipal Social Welfare Office duly signed by the Head of the agency.</p> <ul style="list-style-type: none"> • For Barangay - letter signed by the Chairman. • For Police - letter signed by the police officer in authority (Women's Desk or Head of the PCP). • For OBSUs and C/RCFs - from the OIC/Head of the referring office.
2. One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR)	<ul style="list-style-type: none"> • For Barangay, Police, CSWDO or MSWDO - from the Social Workers of the CSWDO or MSWDO within the jurisdiction where the child or children was found or the last known residence of child's immediate family. • For OBSUs – from the Social Workers of the Crisis Intervention Section (CIS) or Community Based Services Section (CBSS). • C/RCFs – from the Social Workers of the referring office.
3. One (1) original copy Medical Abstract / Certificate with Laboratory Results	<ul style="list-style-type: none"> • From any private clinics or local hospitals within the jurisdiction where the child or children was found or the last known residence of child's immediate family.
4. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)	<ul style="list-style-type: none"> • From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or facilitated the referral.
5. One (1) original copy of Dental Records, if any or available.	<ul style="list-style-type: none"> • From any private clinics or local hospitals within the jurisdiction where the child or children was found, rescued or facilitated the referral.
6. One (1) original copy of Psychological Report, if any or available. (for rescued cases such as child or children victims of trafficking and/or abuse)	<ul style="list-style-type: none"> • From the Psychologist of the local and/or government offices within the jurisdiction where the child or children was found, rescued, or last known residence of child's family.
7. One (1) original copy of Birth	<ul style="list-style-type: none"> • To be secured by the referring agency

certificate	from child's family and/or immediate relatives or from the PSA or local civil registrar's office where the child was born.			
8. One (1) original copy of Baptismal Certificate	<ul style="list-style-type: none"> To be secured by the referring agency from child's family and/or immediate relatives or from the church where the child was baptized. 			
9. One (1) Certified True Copy (CTC) of School records or ID	<ul style="list-style-type: none"> From the last known school where the child was enrolled. 			
10. Other pertinent documents: A. One (1) original or Certified True Copy (CTC) of Court order B. One (1) original or Certified True Copy (CTC) of Travel documents	<ul style="list-style-type: none"> For A - From the concerned court within the jurisdiction where child has ongoing case. For B - Either from the child's family or immediate relatives and agencies or institutions that conducted the repatriation (i.e. DSWD International Social Services Offices (ISSO) or CBSS) 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff shall assess the availability and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Welfare Officer I, II or III, Executive Officer of the Day (Medical Officer III, Psychologist, Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I)) RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	Admitting staff on Duty RSCC
	1.2 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	Admitting staff on Duty RSCC
	1.3 Orientation of the	None	5 minutes	Admitting staff on

	child about the center.			<i>Duty RSCC</i>
	1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker of the Day) RSCC</i>
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty RSCC</i>
	1.6 Conduct of Physical Examination	None	10 minutes	<i>Medical Officer III RSCC</i>
	1.7 Conduct of Dental Assessment	None	10 minutes	<i>Dentist RSCC</i>
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting staff on Duty RSCC</i>
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents RSCC</i>
	1.10 Orientation of the child about the house rules.	None	10 minutes	<i>House parents RSCC</i>
TOTAL:		None	1 hour	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) RSCC</i>
	2.1 Prepare the child	None	10 minutes	<i>House parents</i>

	for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).			RSCC
	2.2 Prepare the child's school activities, projects, school records, and other documents. The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	Psychologist Teacher Activity Coordinators RSCC
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.	None	10 minutes	Social Welfare Officer I, II or III (Social Worker on Case) Nutritionist- Dietitian I RSCC
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	Social Welfare Officer I, II or III (Social Worker on Case) RSCC
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	Nurse I or II (Nurse on Duty) Medical Officer III RSCC
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	Nurse I or II (Nurse on Duty) Medical Officer III RSCC
	2.4.3 Discussed and	None	10 mins	Medical Officer III

	explained discharged plan to the case manager/ relatives			RSCC
	<p>2.5 The Social Worker on case to prepare the discharge slips of the client.</p> <p>a. For children with families – An agreement (Kasunduan) shall also be signed between RSCC, the family and the CSWDO/MSW DO Social Worker.</p> <p>b. Children for placement – endorsement of child's logbook is included in the turn-over during the entrustment.</p>	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i> RSCC
	2.6 Discharged slip and other documents are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head Social Welfare Officer V</i> RSCC
TOTAL:		None	1 hour, 20 minutes	

II. Referral from Individual/s:

Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Citizens
Who may avail:	Biological parents or immediate family of a child in need of assistance or interventions.

A. Family or Immediate Relatives

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of referral letter		<ul style="list-style-type: none"> From the biological family or immediate relatives referring the child. 		
2. One (1) original or photocopy of Birth certificate		<ul style="list-style-type: none"> From the Philippine Statistics Authority (PSA) or Local Civil Registrar's Office. 		
3. One (1) original or photocopy of Baptismal Certificate		<ul style="list-style-type: none"> From the local church where the child was baptized. 		
4. One (1) original or Certified True Copy (CTC) of School records or ID		<ul style="list-style-type: none"> From the last known school of the child. 		
5. One (1) original or photocopy of Medical Abstract/Certificate with Laboratory Results, if available		<ul style="list-style-type: none"> From the local clinics or hospitals who examined the child. 		
6. Photocopy of at least two (2) valid government issued Identification Cards (ID) to document last known/registered address and establish relationship of the child with the referring party.		<ul style="list-style-type: none"> From the biological family or immediate relatives referring the child. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

I. Upon Admission

1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff shall assess the available and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) - Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-
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				<i>Dietitian I RSCC</i>
	1.1 Conduct of immediate counseling to the family of the child and establish plans of the family for his/her child or children. Referral to the Psychologist may be facilitated depending on the extent or gravity of cases and result of assessment of the Social Worker.	None	30 minutes	<i>Social Welfare Officer I, II or III (Social Worker of the Day) Psychologist I or III RSCC</i>
	1.2 Document receipt of the child using the admission slip.	None	3 minutes	<i>Admitting staff on Duty RSCC</i>
	1.3 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	<i>Admitting staff on Duty RSCC</i>
	1.4 Orientation of the child about the center.	None	5 minutes	<i>Admitting staff on Duty RSCC</i>
	1.5 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker of the Day) RSCC</i>
	1.6 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty RSCC</i>

	1.7 Conduct of Physical Examination	None	10 minutes	Medical Officer III RSCC
	1.8 Conduct of Dental Assessment	None	10 minutes	Dentist RSCC
	1.9 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	Admitting staff on Duty House parent III RSCC
	1.10 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	House parents RSCC
	1.11 Orientation of the child about the house rules.	None	10 minutes	House parents RSCC
TOTAL:		None	1 hour, 30 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.	None	2 minutes	Social Welfare Officer I, II or III (Social Worker on Case) RSCC
	2.1 Prepare the child for	None	10 minutes	House parent RSCC

	discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).			
	2.2 Prepare the child's school activities, projects, school records, and other documents. The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist Teacher Activity Coordinators RSCC</i>
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.	None	10 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) Nutritionist- Dietitian I RSCC</i>
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on Case)</i>

				<i>Nurse Medical Officer RSCC</i>
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>RSCC Nurse, Medical Officer III RSCC</i>
	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Nurse Medical Officer RSCC</i>
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III RSCC</i>
	2.5 The Social Worker on case to prepare the discharge slips of the client and Kasunduan to be signed between RSCC, the family and the CSWDO/MSWD O Social Worker.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) RSCC</i>
	2.6 Discharged slips are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head / Social Welfare Officer V RSCC</i>
TOTAL:		None	1 hour, 20 minutes	
Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizens			

Who may avail:		Referring party who is a Concerned Citizen's or Individuals who found/reported a child for proper custody and intervention.		
B. Concerned Citizen's or Individuals				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of referral letter		<ul style="list-style-type: none">From the concerned citizen or individual referring the child.		
2. Photocopy of at least two (2) valid government issued Identification Cards (ID) to document last known/registered address of the finder/referring party.		<ul style="list-style-type: none">From the concerned citizen or individual referring the child.		
3. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)		<ul style="list-style-type: none">From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or place of origin where the referral was facilitated.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff, preferably a social worker shall assess the available and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Worker of the Day, Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) - Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	Admitting staff on Duty RSCC
	1.2 Confirmation of child's admission. HSW approved the	None	5 minutes	Admitting staff on Duty RSCC

	admission slip.			
	1.3 Orientation of the child about the center.	None	5 minutes	Admitting staff on Duty RSCC
	1.4 Conduct of intake interview and fill out of the General Intake Sheet (GIS)	None	5 minutes	Social Welfare Officer I, II or III (Social Worker of the Day) RSCC
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	Admitting staff on Duty RSCC
	1.6 Conduct of Physical Examination	None	10 minutes	Medical Officer III RSCC
	1.7 Conduct of Dental Assessment	None	10 minutes	Dentist RSCC
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	Admitting staff on Duty House parent III RSCC
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	House parents RSCC
	1.10 Orientation of the child about the house rules and regulations of the center.	None	10 minutes	House parents RSCC
	TOTAL		None	60 minutes
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in	2. The Social Worker on case coordinates with	None	2 minutes	Social Worker RSCC

the center.	the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate family or entrustment to PAPs.			
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent</i> RSCC
	2.2 Prepare the child's school activities, projects, school records, and other documents. The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist</i> <i>Teacher</i> <i>Activity</i> <i>Coordinators</i> RSCC
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be	None	10 minutes	<i>Social Welfare</i> <i>Officer I, II or III</i> <i>(Social Worker on</i> <i>Case)</i> <i>Nutritionist-</i> <i>Dietitian I</i> RSCC

	discussed with the immediate family or PAPs.			
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on Case) Nurse Medical Officer RSCC</i>
	2.5 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Medical Officer III RSCC</i>
	2.6 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Medical Officer III RSCC</i>
	2.7 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III RSCC</i>
	2.8 The Social Worker on case to prepare the discharge slips of the client and Kasunduan to be signed between RSCC, the family and the CSWDO/MSWDO Social Worker.	None	5 minutes	<i>Social Welfare Officer I, II or III (Social Worker on Case) RSCC</i>
	2.9 Discharged slips are approved and signed by the Head Social Worker (HSW)	None	5 minutes	<i>Center Head / Social Welfare Officer V RSCC</i>
	Total No. of Processing Time		1 Hour and 20 minutes (80 minutes)	

III. Referral from Private Agencies, Offices and/or Institutions:

Office or Division:	Reception and Study Center for Children – Social Services/ Protective Services Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business Entities		
Who may avail:	Referring Parties may be referred as Individuals representing any of the following Agencies and/or Offices: 1. Child Caring Agencies (CCAs) or 2. Accredited Social Welfare and Development Agencies (SWDAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Original copy of referral letter		• From the CCA or SWDAs referring the child, duly signed by head of the agency.	
2. One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR)		• From the Social Worker of the referring agency.	
3. One (1) original copy Medical Abstract / Certificate with Laboratory Results		• From the Medical Officer of the referring agency, any private or local hospitals who examined the child.	
4. One (1) original copy and three (3) Certified True Copies (CTC) of Barangay and Police Blotter Report (for abandoned, foundling case)		• From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or who facilitated the referral.	
5. One (1) original copy of Dental Records, if any or available.		• From any private or local clinics where the child was provided with Dental interventions.	
6. One (1) original copy of Psychological Report, if any or available. (for rescued cases such as child or children victims of trafficking and/or abuse)		• From the Psychologist of the referring office or any private psychologist who assessed the child.	
7. One (1) original copy of Birth certificate		• To be secured by the referring agency from child’s family and/or immediate relatives or from the PSA or local civil registrar’s office where the child was born.	
8. One (1) original copy of Baptismal Certificate		• To be secured by the referring agency from child’s family and/or immediate relatives or from the church where the child was baptized.	

9. One (1) Certified True Copy (CTC) of School records or ID		<ul style="list-style-type: none"> From the last known school where the child was enrolled. 		
10. Other pertinent documents: <ul style="list-style-type: none"> A. One (1) original or Certified True Copy (CTC) of Court order B. One (1) original or Certified True Copy (CTC) of Travel documents 		<ul style="list-style-type: none"> For A - From the concerned court within the jurisdiction where child has ongoing case. For B - Either from the child's family or immediate relatives and agencies or institutions that conducted the repatriation (i.e. DSWD International Social Services Offices (ISSO) or CBSS) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Upon Admission				
1. The referring party endorses the child for admission. Client is to be admitted at the Center.	1. The admitting staff, preferably a social worker shall assess the available and completeness of required documents.	None	5 minutes	Admitting staff on Duty (Social Worker of the Day Social Welfare Officer I, II or III, Executive Officer of the Day (EOD) Medical Officer III, Psychologist Admin Staff, Houseparent II or III, Nurse I or II, Nutritionist-Dietitian I RSCC
	1.1 Document receipt of the child using the admission slip.	None	3 minutes	Admitting staff on Duty RSCC
	1.2 Confirmation of child's admission. HSW approved the admission slip.	None	5 minutes	Admitting staff on Duty RSCC
	1.3 Orientation of the child about the center.	None	5 minutes	Admitting staff on Duty RSCC
	1.4 Conduct of intake interview and fill out of the	None	5 minutes	Social Welfare Officer I, II or III (Social Worker of

	General Intake Sheet (GIS)			<i>the Day)</i> RSCC
	1.5 Endorsement of the client to the Medical Unit	None	2 minutes	<i>Admitting staff on Duty</i> RSCC
	1.6 Conduct of Physical Examination	None	10 minutes	<i>Medical Officer III</i> RSCC
	1.7 Conduct of Dental Assessment	None	10 minutes	<i>Dentist</i> RSCC
	1.8 Endorsement of the child to the Home life. Age of the child can be the basis for house assignment.	None	2 minutes	<i>Admitting Person (OD, EOD, Social Worker)</i> <i>Supervising House parent</i> RSCC
	1.9 Account personal belongings and inventory/list, a copy shall also be provided to the Social Service Unit.	None.	3 minutes	<i>House parents</i> RSCC
	1.10 Orientation of the child about the house rules and regulations of the center.	None	10 minutes	<i>House parents</i> RSCC
TOTAL		None	60 minutes	
II. Upon Discharge or Releasing of Client				
2. The child is recommended for discharge in the center.	2. The Social Worker on case coordinates with the allied services for the clearance of the client and schedule of child's reintegration to his/her immediate	None	2 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case)</i> RSCC

	family or entrustment to PAPs.			
	2.1 Prepare the child for discharge. To arrange child's personal belongings and prepare list for endorsement to the immediate family or Prospective Adoptive Parents (PAPs).	None	10 minutes	<i>House parent RSCC</i>
	2.2 Prepare the child's school activities, projects, school records, and other documents. The recommendations of the Psychologist, if any shall be discussed during the pre-discharge conference.	None	10 minutes	<i>Psychologist Teacher Activity Coordinators RSCC</i>
	2.3 Coordinate with the Nutritionist for clearance. Current nutritional status and recommendations, if any shall be discussed with the immediate family or PAPs.	None	10 minutes	<i>Social Welfare Officer I, II or III (Social Worker on case) Nutritionist-Dietitian I RSCC</i>
	2.4 Endorsement of the child to the Medical Unit	None	3 mins	<i>Social Welfare Officer I, II or III (Social Worker on case) Nurse Medical Officer III RSCC</i>
	2.4.1 Medical Officer/ Nurse performs thorough physical examination	None	20 mins	<i>Medical Officer III RSCC</i>

	2.4.2 Completion of Discharge Slip prior to discharge.	None	5 mins	<i>Medical Officer III</i> RSCC
	2.4.3 Discussed and explained discharged plan to the case manager/ relatives	None	10 mins	<i>Medical Officer III</i> RSCC
	2.5 The Social Worker on case to prepare the discharge slips of the client. a. For children with families – An agreement (Kasunduan) shall also be signed between RSCC, the family and the CSWDO/MSW DO Social Worker. b. Children for placement – endorsement of child's logbook is included in the turn-over during the entrustment.	None	5 minutes	<i>Social Welfare Officer I, II or III</i> (<i>Social Worker on case</i>) RSCC
	2.6 Discharged slip and other documents are approved and signed by the Head Social Worker (HSW)	None	5 minutes.	<i>Center Head / Social Welfare Officer V</i> RSCC
TOTAL		None	1 hour, 20 minutes (80 minutes)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients' to accomplish RSCC Client Feedback Form available at the Officer of the Day (OD) desk and put in the drop box at the Guard House. Clients' who may opt to discuss with our Officer of the Day (OD), however, he/she will still be encouraged to accomplish the feedback form. Clients' can also answer our digital Client Satisfaction Survey to be sent thru their online and other means of platforms (Facebook Messenger, Facebook Page or Group or Email) upon request.
How feedbacks are processed	Every 25 th day of the month, the designated Focal Person will open the drop box to compile and records all feedback submitted. The Focal Person shall then submit summarized results to the Center Head every last working day of the month. Should there be any concerns, the focal person shall inform into writing to the relevant unit of the concerned staff who may be required to submit a response within 2-5 days upon receipt of the report. The response will be relayed to the concerned citizen thru official communication via email or text
How to file a complaint	If a client is not satisfied with our service, written/verbal complaints shall be immediately attended to by the Officer of the Day (OD). However, he/she will still be encouraged to submit formal or written complaint.
How complaints are processed	The designated focal person shall then endorse the complaint to the Grievance Officer Copy furnished the Office of the Center Head. The Grievance Officer to call and convene Fact Finding Committee to conduct investigation, convene a meeting with the concerned unit or staff and discuss possible resolution for appropriate action. The Fact Finding Team to conduct validation within 2-3 days upon receipt of the complaint. The Fact Finding Team to convene for a meeting to discuss the results of the validation and submit validation report with actions taken and recommendations within 2-3 days after the validation was conducted. The resolution will be forwarded to the concerned citizen with actions taken conducted at the Center level.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph Hotline: 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

b Case Management Process at Nayon ng Kabataan

Nayon ng Kabataan is a 24-hour residential care facility which serves as a temporary shelter and provides psycho-social care and interventions and protection to children whose age ranges from seven (7) to below 18 years old who are abandoned, neglected and orphaned.

With intricacy and diverse problems confronted by these children with their family origins from far-flung and remote localities in the country. Nayon ng Kabataan serves as the national center for children of the Department for the following clientele categories:

- 1.) Abandoned child
- 2.) Neglected child
- 3.) Orphaned child
- 4.) Child victims of abuse and other circumstances (sexually abused, physically abused, child exploitation, child pornography, victim-survivor of trafficking)
- 5.) Child in situations of armed conflict (CSAC)
- 6.) Street children
- 7.) Child in Need of Special Home Arrangement

Case management is a process whereby a professional Social Worker assesses the needs of the client and work with a multi-disciplinary team to provide appropriate services to meet the client's need for rehabilitation and development.

Office or Division:	Nayon ng Kabataan		
Classification:	Simple		
Type of Transaction:	Government to Government Government to Citizen		
Who may avail:	C/MSWDO, NGO, Walk-in clients Client Category: A child who is 7 to 17 years old, male or female who was abandoned, neglected, orphaned, victim of abuse, child in situations of armed conflict, street children, and child in need of special home arrangement.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Pre-Admission Phase			
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party		City / Municipal Social Welfare and Development Office Non-government Organization	
2. 1 Original copy of Updated Social Case Study Report/Case Summary duly signed by Social Worker and head of Office		City/Municipal Social Welfare and Development Office	

		Non-government Organization		
3. 1 Police Blotter Report		Local Police Station with jurisdiction over the locality / community where the child was reached out		
4. 1 Original copy of medical certificate and laboratory result of chest x-ray, urinalysis, stool, CBC, platelet count, drug test, pregnancy test, and Reverse transcription polymerase chain reaction (RT-PCR).		Any government accredited medical facility		
5. 1 School Record (Form 137 and Form 138)		Former School of child		
6. 1 photocopy of Birth Certificate		Philippine Statistic Authority		
7. 1 photocopy of Baptismal Certificate		Any church-based offices that issue Baptismal Certificate		
8.1 Original copy of Psychological Assessment Report.		Any registered Psychologists, Mental Hospital, Psychiatrist that issues psychological report.		
Discharge Phase				
Parenting Capability Assessment Report (PCAR)		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
Termination Phase				
After-Care Report		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Coordinate with the Center on the availability of slot and requirements	1. Provide information and/or details pertaining to available slots and documents for submission	None	5 minutes	Officer of the Day / Executive on Duty NK
2. Submit the referral documents	2.1. Record receipt of referral documents	None	2 minutes	Admin Staff NK
	2.2. Review and endorse documents to Social Service with instruction for appropriate action	None	5 minutes	Center Head NK

	2.3. Prepare letter to acknowledge the documents received and to invite the referring party for a pre-admission conference.	None	5 minutes	<i>Supervising Social Worker</i> NK
	2.4. Review and/or sign acknowledgement letter cum invitation for pre-admission	None	1 minute	<i>Center Head</i> NK
	2.5. Send letter to the referring party	None	5 minutes	<i>Admin Staff</i> NK
3. Attend the pre-admission conference	3.1. Review documents and assess client's eligibility for admission	None	1 hour / case	<i>Rehabilitation Team</i> NK
	3.2.a. If eligible, schedule date of admission	None	5 minutes	<i>Center Head /OIC</i> NK
	3.2.b. if ineligible, explain the grounds and provide alternative options for the referring party	None	10 minutes	<i>Center Head/OIC</i> NK
	3.3. Prepare confirmation of agreements	None	10 minutes	<i>Supervising Social Worker</i> NK
	3.4. Review and/or sign the confirmation of agreements	None	2 minutes	<i>Center Head/OIC</i> NK

	3.5. Send the confirmation of agreements to the referring party	None	5 minutes	Admin Staff NK
TOTAL: (this does not include waiting time)			if eligible If ineligible	1 hour, 45 min 1 hour, 40 min
Admission Phase				
1. Present the child for admission	1.1. Secure/check all presented documents upon referral and validate all information declared in the documents from the child/ren and/or from any adult companion and get their written consent. Reliable information and their participation are encouraged in the process.	None	20 minutes	Officer of the Day / Executive on Duty NK
	1.2. Accomplish, explain, and discuss the Admission Slip. Also, the center's requirements, procedures, protocols, and encourage their participation during custody period.	None	20 minutes	Officer of the Day / Executive on Duty NK
	1.2. Coordinate with Medical Service regarding client's isolation process.	None	20 minutes	Officer of the Day / Executive on Duty NK

	<p>1.3. Endorse client to Homelife Service for 14-days isolation.</p> <p>1.4. Endorse client's records to respective services for the admission protocols.</p>		10 minutes	<p>Officer of the Day / <i>Executive on Duty</i> / Nurse NK</p> <p><i>Officer of the Day / Executive on Duty</i> NK</p>
Total: (this does not include waiting time)			1 hour and 10 minutes	
Rehabilitation Phase				
1. Participation in the rehabilitation process.	1.1 Conduct of Intake Interview with the client.	None	45 minutes	<i>Assigned Case Manager</i>
	1.2. Facilitate referral of the client to the Medical Service and Psychological Service for Initial Physical and psychological assessment.	None	10 minutes	<i>Assigned Case Manager</i>
	1.3. Formulation of Rehabilitation Plan with Rehabilitation Team Members.	None	60 minutes / client	<i>Rehabilitation Team Members</i>
	1.4. Implementation of Rehabilitation Plan.	None	During client's stay in the center.	<i>Rehabilitation Team Members</i>
	1.5. Coordination with the LGU in the locality where the family is residing for the	None	20 minutes	<i>Assigned Case Manager</i>

	Parenting Capability Assessment Report (PCAR).			
	1.6. Conduct of follow-up Rehabilitation Team Meeting to assess and evaluate set rehabilitation plan.	None	60 minutes / client	<i>Rehabilitation Team Members</i>
Pre-Discharge Phase				
1. Submit Parenting Capability Assessment Report (PCAR)	1.1. Record and endorse to Center Head	None	5 minutes	<i>Admin Staff NK</i>
	1.2. Initial review and endorse to Social Service for appropriate action	None	10 minutes	<i>Center Head/OIC NK</i>
	1.3. Prepare acknowledgement letter indicating schedule for pre-discharge conference.	None	10 minutes	<i>Case Manager NK</i>
	1.4. Review and/or sign letter	None	5 minutes	<i>Supervising Social Worker NK</i>
	1.5. Transmit signed letter	None	5 minutes	<i>Center Head/OIC NK</i>
				<i>Admin Staff NK</i>
2. Attend pre-discharge conference	2.1. Present discuss the status of the child, development and those areas	None	30 minutes	<i>Rehabilitation Team Members NK</i>

3. Commit to tasks set for after care services	needing follow through actions and set schedule for the discharge / reintegration of the child to family/relative. 3.1. Set tasks /assignment and elicit commitment of the child / family / receiving LGU	None	20 minutes	Supervising Social Worker / Case Manager NK
Total (this does not include waiting time)			45 minutes	
Discharge Phase				
1. Sign the discharge slip	1.1. Sign Discharge Slip	None	10 minutes	Rehabilitation Team Members NK
2. Subject child for Medical Check-up to ensure the health of the child before family reintegration.	2.1. Refer the child to Medical Service	None	5 minutes	Case Manager / OD / EOD NK
3. Attend Discharge Conference	3.1. Discuss After Care Services that can be provided by the LGU to the family and the family's commitment to the after care service.	None	20 minutes	Case Manager NK
	3.2. Prepare confirmation of agreements	None	10 minutes	Case Manager NK
	3.3. Review and/or sign agreements		5 minutes	Supervising Social Worker / Case Manager NK

	3.4. Transmit agreements to the receiving LGU		5 minutes	Center Head/OIC NK Admin Aide IV NK
Total (this does not include waiting time)			55 min	
Termination Phase				
1.1. Submit After Care Report	1.1. Record and endorse to Center Head	None	2 minutes	Admin Staff NK
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	Center Head/OIC NK
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	Case Manager NK
	1.4. Review and/or sign letter	None	3 minutes	Supervising Social Worker NK
	1.5. Transmit signed letter	None	5 minutes	Center Head/OIC NK Admin Aide IV NK
	1.6. Prepare termination documents for case archiving	None	20 minutes	Case Manager NK
TOTAL (this does not include waiting time)			37 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house.
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received. Those issues and concerns will be subject for General Staff Meeting to look for the underlying problem and its solutions.
How to file a complaint	Complaints can be filed thru written or verbal report.
How complaints are processed	The Officer of the Day will attend to the report as soon as it is received. The complaint of the resident is discussed between the social worker on case and the concerned staff and/or resident.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

c. Case Management Process at Haven for Children

Haven for Children is a residential care facility designed to provide healing and empowerment to former street children who are exposed and recovering from substance abuse. Haven for Children hopes to equip them with intellectual, emotional, and productive skills to become individuals of worth, towards reuniting them with their families, and/or independent living.

The target beneficiaries of Haven for Children are male street children who are exposed and are recovering from substance abuse, whose ages are from 7 to 13 years old. They are engaged in begging, scavenging and other inappropriate activities in the streets.

Case Management is a process where the referring parties and the rehabilitation team of the center interacts with each other to put in order services towards the development and rehabilitation of the client.

Office or Division:	Haven for Children		
Classification:	Simple		
Type of Transaction:	Government to Government Government to Citizen		
Who may avail:	Referring Party C/MSWDO NGO Client Category: Former male street children ages 7 to 13 years old recovering from substance abuse who are reached out from the streets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Pre-Admission Phase			
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party		City / Municipal Social Welfare and Development Office Non-government Organization	
2. 1 Original copy of Updated Social Case Study Report/Case Summary duly signed by Social Worker and head of Office		City/Municipal Social Welfare and Development Office Non-government Organization	
3. 1 Police Blotter Report		Local Police Station with jurisdiction over the locality / community where the child was reached out	
4. 1 Original copy of medical certificate		Any government accredited medical facility	

and laboratory result of chest x-ray, urinalysis, stool, CBC, platelet count, drug test				
5. 1 School Record (Form 137 and Form 138)		Former School of child		
6. 1 photocopy of Birth Certificate		Philippine Statistic Authority		
7. 1 photocopy of Baptismal Certificate		Any church-based offices that issue Baptismal Certificate		
Discharge Phase				
Parenting Capability Assessment Report (PCAR)		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
Termination Phase				
After-Care Report		City/Municipal Social Welfare and Development Office who has jurisdiction over the family of the child		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Coordinate with the Center on the availability of slot and requirements	1. Provide information and/or details pertaining to available slots and documents for submission	None	5 minutes	SWO II/Officer of the Day HFC
2. Submit the referral documents	2.1. Record receipt of referral documents	None	2 minutes	Admin Aide IV HFC
	2.2. Review and endorse documents to Social Service with instruction for appropriate action	None	5 minutes	Center Head / OIC HFC
	2.3. Prepare letter to acknowledge the documents received and to invite the referring party for a pre-admission conference.	None	5 minutes	Supervising Social Worker HFC

	2.4. Review and/or sign acknowledgement letter cum invitation for pre-admission	None	1 minute	Center Head / OIC HFC
	2.5. Send letter to the referring party	None	5 minutes	Admin Aide IV HFC
3. Attend the pre-admission conference	3.1. Review documents and assess client's eligibility for admission	None	1 hour	Rehabilitation Team HFC
	3.2.a. If eligible, schedule date of admission	None	5 minutes	Center Head /OIC HFC
	3.2.b. if ineligible, explain the grounds and provide alternative options for the referring party	None	10 minutes	Center Head/OIC HFC
	3.3. Prepare confirmation of agreements	None	10 minutes	Supervising Social Worker HFC
	3.4. Review and/or sign the confirmation of agreements	None	2 minutes	Center Head/OIC HFC
	3.5. Send the confirmation of agreements to the referring party	None	5 minutes	Admin Aide IV HFC
TOTAL: (this does not include waiting time)				
			if eligible	1 hour, 45 min
			If ineligible	1 hour, 40 min
Admission Phase				

1. Present the child for admission	1.1. Accomplish Admission slip	None	10 minutes	<i>SWO II / Officer of the Day</i> HFC
	1.2. Endorse client to respective services for the admission protocols	None	10 minutes	<i>SWO II / Officer of the Day</i> HFC
Total: (this does not include waiting time)			20 minutes	
Pre-Discharge Phase				
1. Submit Parenting Capability Assessment Report (PCAR)	1.1. Record and endorse to Center Head	None	2 minutes	<i>Admin Aide IV</i> HFC
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	<i>Center Head/OIC</i> HFC
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	<i>SWO II/Case Manager</i> HFC
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker</i> HFC <i>Center Head/OIC</i> HFC
	1.5. Transmit signed letter	None	5 minutes	<i>Admin Aide IV</i> HFC
Total (this does not include waiting time)			17 minutes	
Discharge Phase				
1.1. Attend Pre-discharge Conference	1.1. Present discuss the status of the child, development and those areas needing follow through actions	None	20 minutes	<i>Rehabilitation Team</i> HFC
1.2. Commit to	1.2. Set tasks	None	20 minutes	<i>Supervising</i>

tasks set for after care services 1.3. Sign the discharge slip	/assignment and elicit commitment of the child / family / receiving LGU			<i>Social Worker</i> HFC
	1.3. Sign Discharge Slip	None	10 minutes	<i>Rehabilitation Team</i> HFC
	1.4. Prepare confirmation of agreements	None	15 minutes	<i>SWO II/Case Manager</i> HFC
	1.5. Review and/or sign agreements	None	5 minutes	<i>Supervising Social Worker</i> HFC
	1.6. Transmit agreements to the receiving LGU	None	5 minutes	<i>Center Head/OIC</i> HFC <i>Admin Aide IV</i> HFC
Total (this does not include waiting time)			1 hour, 15 min	
Termination Phase				
1.1. Submit After Care Report	1.1. 1.1. Record and endorse to Center Head	None	2 minutes	<i>Admin Aide IV</i> HFC
	1.2. Initial review and endorse to Social Service for appropriate action	None	2 minutes	<i>Center Head/OIC</i> HFC
	1.3. Prepare acknowledgement letter indicating schedule for discharge of client	None	5 minutes	<i>SWO II/Case Manager</i> HFC
	1.4. Review and/or sign letter	None	3 minutes	<i>Supervising Social Worker</i> HFC <i>Center Head/OIC</i> HFC

	1.5. Transmit signed letter	None	5 minutes	<i>Admin Aide IV</i> HFC
	1.6. Prepare termination documents for case archiving	None	20 minutes	<i>SWO II/Case Manager</i> HFC
TOTAL (this does not include waiting time)			37 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house.
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received. Those issues and concerns will be subject for General Staff Meeting to look for the underlying problem and its solutions.
How to file a complaint	Complaints can be filed thru written or verbal report.
How complaints are processed	The Officer of the Day will attend to the report as soon as it is received. The complaint of the resident is discussed between the social worker on case and the concerned staff and/or resident.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

d. Case Management Process at Marillac Hills – National Training School for Girls

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:	Marillac Hills- National Training and School for Girls			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Child in Conflict with the Law (CICL) Victims of Online Sexual Abused and Exploitation Victims of Trafficking in Person Victims of Sexual Abuse			
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 as per agreement during the pre-admission conference				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Client submits for initial interview and assessment	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. <i>Remarks: In new normal situation/emerging</i>	None	30 minutes	<i>Social Worker on duty</i>

	<p><i>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. <i>(Endorsement should be made depending on the Level of Accreditation)</i></p>		Within 5 days	
2. Attends pre-admission conference	<p>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</p> <p><i>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.</i></p>	None	2 hours	<p><i>Social Worker, Referring Party, Parents or any available family members</i></p>

Total		None	5 Days, 2 hours and 30 minutes	
Admission Phase				
Attend admission conference	<p>1. Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility</p> <p>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.</p> <p>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.</p>	None	1 day	<p><i>Helping Team/Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p>
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	<i>Houseparent</i>
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	None	During the Client's 1 st day in the facility	<i>Houseparent</i>

	result of the inventory of the client's belongings <i>((This is not applicable to non-residential facilities))</i>			
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	<i>Medical Officer, Nurse</i>
	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	<i>Social Worker, Houseparent</i>
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	<i>Social Worker</i>
	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.	<i>Psychologist, Psychometrician</i> <i>Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.</i>
	3. Gathers additional information from the client, significant others and the worker's own observation	None	During client's 2 nd to 3 rd week of in the facility	<i>Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker</i>

	<p>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>			
	<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>	<i>Social Worker, Client/Resident</i>
	<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	<p>During the client's 4th week in the facility; monthly</p>	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU</i>
	<p>6. Review and update the Intervention Plan based on the result of the case conference, if necessary.</p>	None	<p>During the client's 4th week in the facility</p>	<i>Helping Team/Multidisciplinary Team</i>
<p>Receives the provisions of the center and various interventions provided</p>	<p>7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal</p>	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</p>	<i>Helping Team/Multidisciplinary Team</i>

			reintegration/ rehabilitation prior to six months; b. Six months and beyond depending on the 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	<i>Helping Team/ Multidisciplinary Team</i>
	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	<i>Social Worker, Helping Team/ Multidisciplinary Team</i>
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	None	3 months prior to discharge	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available</i>

	progress of the clients/residents in relation to the helping goals set.			
	<p>2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR).</p> <p>For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.</p>	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>
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,</p>	None	2 hours	<i>Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</i>

	<p>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>			
	4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	<i>Social Worker</i>
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	<i>Medical Officer/Nurse or other medical personnel in the facility</i>
Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	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	<i>Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU</i>
	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	None	After conduct of Discharge Conference.	<i>Social Worker, Client/ Resident</i>

	programs and services of the CRCF to its clients/residents.			
Post Center based Intervention Phase				
	<p>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.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.</p>	None	3 months to 6 months after discharge	<i>Social Worker, LGU, other Stakeholders, Client, Client's family</i>
	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	<i>Social Worker</i>
	3. Follows up with the LGU for the submission of the aftercare report.	None	Within first three months; Monthly For CICL: Quarterly	<i>Social Worker</i>
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker	None	Upon completion of at least 50% of the After- Care Program Plan	<i>Social Worker</i>

	recommends to the 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	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client satisfactory measurement survey form and drop it at the designated suggestion box available at the guard house.</p> <p style="text-align: center;">Or</p> <p>Scan the Quick Response Code and answer the Google Form of the client satisfactory measurement survey form.</p>
How feedbacks are processed	The Anti-Red Tape Focal consolidate the filled-up Client Satisfactory Measurement Survey Form and submit report at DSWD-NCR Field Office.
How to file a complaint	<p>Send a letter addressed to the Center Head or to the Regional Director.</p> <p>Call 8888 Citizen's Complaint Hotline.</p>
How complaints are processed	Submit report upon receipt of the memorandum and upon receipt of 8888 Citizen's Complaint.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

e Case Management at Elsie Gaches Village

Elsie Gaches Village (EGV) is a residential care facility for persons with intellectual / mental impairment who were abandoned, neglected or abused by their own family and community.

The EGV serves clients who are ages seven (7) to fifty-nine (59) years old (male/female) with mental or intellectual impairments covering the following categories:

- i. Abandoned: a person who has no proper parental care, guardianship or whose parent has already left or deserted him/her for a period of at least three (3) continuous months; or
- ii. Neglected: A person whose basic needs have been deliberately unattended or inadequately attended within a period of three (3) continuous months

Office or Division:	Elsie Gaches Village (EGV) – Social Service/ Protective Services Division (PSD)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens G2N - Government to Non- Government	
Who may avail:	Government and non-government agencies, private individuals (concerned citizen), hospitals, POs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Pre-Admission Phase		
1. Referral letter (1original copy of referral letter signed by the C/MSWDO Head and head of the referring agency)		<ul style="list-style-type: none"> • M/CSWDO of place of origin Head of Non-Government Agency Concerned citizen
2. Social Case Study Report (1 original copy signed by the Social Welfare Officer and Head of the agency)		<ul style="list-style-type: none"> • Municipal/City Social Welfare Office of the locality
3. Medical Abstract (1 copy of originally signed Medical Certificate)		<ul style="list-style-type: none"> • Government or Private Medical Officer who examined the child/ person with intellectual disability
4. Police Blotter and/or Barangay Blotter Report (for foundling cases)- 1copy of originally signed Police Blotter and Barangay Blotter by Police Officer and /or Barangay Chairperson where the client was reported missing and found in the		<ul style="list-style-type: none"> • Police Precinct where the child/client was found and /or Barangay Office where the client was found and blotted/reported.

area of jurisdiction 5. Psychological Evaluation (if available) – 1 original copy of signed Psychological Evaluation Report 6. Psychiatric Evaluation (if available)	<ul style="list-style-type: none"> • Government or Private Psychologist • Government or Private hospitals or clinic
Admission Phase	
<ol style="list-style-type: none"> 1. Admission Slip – 1 xerox copy of admission slip signed by the Social Welfare Officer II and or Executive-on Duty duly signed and approved by the Center Head/OIC. 2. Referral letter – 1 xerox copy of the referral letter provided to the referring party 3. General Intake Sheet – 1 original intake sheet accomplished upon admission to the facility. 4. Social Case Study Report – 1 Xerox copy of the Social Case Study Report provided to the referring party and/or client 5. Medical Abstract – 1 original copy of the Medical Abstract Report of client. 6. Psychological Evaluation – 1 original copy of the Psychological Report. 7. Police and/or Barangay Blotter Report (for foundling cases)- 1 original copy of the Police and/or Barangay Report 8. Laboratory Examination Results (CBC, Chest X-ray, Urinalysis, Stool Examination, etc.)- 1 original copy of laboratory examinations undergone by the client. 9. Referral / Endorsement to Allied Services- 1 original copy of inter-office communication to allied services of EGV 10. Psychological Assessment- 1 	<ul style="list-style-type: none"> • Social Service of EGV • Social Service of EGV • Social Service • Municipal/City Social Welfare Office • Private or government doctor who examined the client • Government or private Psychologist • Police Station and Barangay Hall where the client was found • Government or Private clinic/ hospital where client was brought for laboratory examination • Social Service of EGV • Psychological Service of EGV

original copy of the Psychological Evaluation of client				
11.	Dental Assessment – 1 original copy of Dental Report of client	• Dental Service of EGV		
12.	Medical/ Health Profile of client- 1 original copy of the Health and Medical Profile of client	• Medical Service of EGV		
13.	Birth Certificate of client (if available) – 1 original copy of Birth Certificate of client.	• Philippine Statistics Authority		
14.	Intervention Plans – 1 original copy of Intervention Plans of client signed by members of the Rehabilitation Team	• Multidisciplinary Team of EGV		
15.	Observation Reports- 1 original copy of client’s behavioral observation report	• Multidisciplinary Team of EGV		
Monitoring and Evaluation Phase				
1. Parenting Capability Assessment Report (for those with families and relatives) – 1 original copy of the Parenting Capability Assessment Report		• Municipal/City Social Welfare Office of place of origin		
2. Discharge Slip- 1 original copy of signed and approved Discharge clearance and Slip of client		• Social Service of EGV		
3. Letter of Aftercare to the LGU- 1 original copy of the Aftercare Letter		• Social Service of EGV		
4. Closing Summary- 1 original copy of the Closing Summary of client		• Social Service of EGV		
5. Aftercare Report from the LGU after 3 months and onwards- 1 original copy of the aftercare report from the LGU		• Municipal/City Social Welfare Office of place of origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Pre-Admission Phase				
Referral of cases with Intellectual Disability and other neurodevelopmental disorders through mails, phone calls and electronic mails – The client with Intellectual Disability without family or whose family is economically incapable to provide for his/her basic is accessed and referred to the residential care for facility (EGV) for proper disposition or temporary shelter.				

1. Submission and Receipt of documents	1.1. Retrieval of documents from the electronic mail (if sent through electronic mail).	None	15 minutes	<i>Administrative Aide IV EGV</i>
	1.2. Receipt and stamping of documents upon receipt of documents through postal mail.	None	5 minutes	<i>Administrative Aide IV EGV</i>
	1.3. Record the in-coming documents in the logbook.	None	5 minutes	<i>Administrative Aide IV EGV</i>
	1.4. Forward the in-coming documents to the Center Head/OIC for action.	None	5 minutes	<i>Administrative Aide IV EGV</i>
	1.5. Receipt and review of documents for appropriate action/directions.	None	5 minutes	<i>Center Head/OIC EGV</i>
	1.6. Endorse documents to Admin Service for tracking and endorsement to the SWO III for action as per directions from the Center Head/OIC.	None	5 minutes	<i>Administrative Aide IV EGV</i>
	1.7. Prepare acknowledgment letter to the referring party on the	None	10 Minutes	<i>Social Welfare Officer III EGV</i>

	receipt of documents and schedule of pre-admission conference to further discuss and evaluate eligibility of client for admission to EGV.			
	1.8. Endorsement of acknowledgment letter to Admin Service for tracking and signature of the center Head/OIC.	None	5 minutes	<i>Social Welfare Officer III, and Administrative Aide IV EGV</i>
	1.9. Endorsement of acknowledgment letter for signature of the Center Head/OIC	None	5minutes	<i>Administrative Aide IV and Center Head/OIC EGV</i>
	1.10. Mailing of the acknowledgment letter to the referring party.	None	45 minutes	<i>Administrative Aide IV EGV</i>
TOTAL:		None	1 hour, 4 minutes	
2. Admission Phase The client with intellectual disability and other neurodevelopmental disorder is found eligible and accepted and/or admitted in the residential care facility (EGV) for proper disposition and rehabilitation.				
2. Client is admitted or accepted in the residential facility (EGV) for	2.1. Filling out of admission slip of client	None	5minutes	<i>Social Welfare Officer II- Officer of the Day EGV</i>
	2.2. Conduct of Intake interview and filling	None	1 hour	<i>Social Welfare Officer II-Officer</i>

rehabilitation and proper disposition.	out of the General Intake Sheet			<i>of the Day, Executive on Duty EGV</i>
	2.3. Orientation on house rules and regulations of the facility/ center.	None	30 minutes	<i>SWO II –SWO Officer of the Day EGV</i>
	2.4. Conduct inventory /list of client's personal belongings upon admission	None	30minutes	<i>SWO II/ Officer of the Day EGV</i>
	2.5. Record the admission of client in the Admission Logbook of the Social Service	None	10 minutes	<i>SWO II- Officer of the Day EGV</i>
	2.6. Endorsement of the client to the Medical Service for physical examination	None	20 minutes	<i>Medical Officer III, Nurse-on-duty, SWO II- Officer of the Day EGV</i>
	2.7. Approval / Confirmation of the admission of client	None	10 minutes	<i>Center Head EGV</i>
	2.8. Preparation of referral/ endorsement documents to Allied Services	None	30minutes	<i>SWO II/ Officer of the Day EGV</i>
	2.9. Dessimation of referral/ endorsement documents to Allied Services	None	15 minutes	<i>SWO II-Officer of the Day EGV</i>
	2.10. Conduct of Psychological Assessment as basis for cottage assignment	None	1 hour	<i>Social Welfare Officer II- Officer of the Day, Psychologist I EGV</i>
	2.11. Conduct of initial Physical Examination	None	30 minutes	<i>Medical Officer III and Nurse on Duty EGV</i>
	2.12. Conduct of Dental checkup / Dental Age Assessment.	None	1 hour	<i>Dentist II EGV</i>
	2.13. Endorsement of	None	10 minutes	<i>SWO II- Officer</i>

	client to Cottage			<i>of the Day, Houseparents EGV</i>
	2.14. Formulation of Intervention Plans of client	None	30 minutes	<i>Social Welfare Officer II and multidisciplinary team EGV</i>
	2.15. Request for the Parenting Capability Assessment of client (if with family or relative)	None	10 minutes	<i>Social Welfare Officer II and Center Head EGV</i>
TOTAL		None	6 hours, 50 minutes	
3. Monitoring and Evaluation Phase Post Evaluation of client - The client is monitored and evaluated as to the impact of programs and services provided for him/ her to achieve complete rehabilitation while in the residential care facility. It also determines client's readiness for family and community reunification.				
3. Evaluation of the client	3.1. Prepare letter for request for the Parenting Capability Assessment of client's family and relatives.	None	20 minutes	<i>Social Welfare Officer II, Social Welfare Officer III EGV</i>
	3.2. Endorsement of request letter to the Center Head for signature	None	5 minutes	<i>Administrative Officer IV, Center Head EGV</i>
	3.3. Mailing of request letter to the LGUs for PCAR and schedule of pre-discharge conference.	None	45 minutes	<i>AAIV EGV</i>
	3.4. Conduct of Pre-Discharge Conference	None	1 hour	<i>Center Head, Social Welfare Officer III, Social Welfare Officer II EGV</i>
	3.5. Facilitate Discharge of client with favorable Parenting Capability Assessment Report.	None	1 hour	<i>Social Welfare Officer II EGV</i>
	3.6. Filling out of Discharge clearance	None	30 minutes	<i>Social Welfare Officer II, Center</i>

	and slip			<i>Head, Unit/Service Heads and supervisors EGV</i>
	3.7. Prepare request for after care services and monitoring to client and family.	None	15 minutes	<i>Social Welfare Officer II EGV</i>
	3.8. Mailing of the Aftercare Service and Monitoring request to the LGU	None	45 minutes	<i>Administrative Aide IV EGV</i>
	3.9. Prepare closing summary for signature of SWO III and approved by the Center Head	None	1 hour	<i>Social Welfare Officer II, Social Welfare Officer III and Center Head EGV</i>
	3.10. Filing of documents and case folder of client for documentation and reference.	None	2 minutes	<i>Social Welfare Officer II EGV</i>
TOTAL		None	5 hours, 42 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	<p>Answer the client feedback form and drop it at the designated drop or suggestion box of the Center located at the Security Guard House of the Center.</p> <p>The landline Contact Number of the Center is 88076023 and cellphone Number 09669711941 or through electronic mail at email address: egv.foncr@dswd.gov.ph</p>
How Feedbacks are processed?	<p>Every Monday morning the Administrative Aide of the Center will open the drop /suggestion box and records all feedbacks in the logbook for endorsement to the Center Head/ OIC for action within three (3) after the receipt of the feedback.</p> <p>Response or actions taken to the feedback is relayed to the client or complainant within the day upon receipt of the complaint.</p>
How to file a complaint	<p>Answer or fill out the client Complaint Form and drop it at the designated drop/ suggestion box in the Security Guard House of the Center.</p> <p>Complaints can also be relayed through telephone call with complete information as follows:</p> <ul style="list-style-type: none"> • Name of the person/staff being complained: • Incident : • Evidence: • Name of Complainant: • Address& Contact Number of Complainant:
How Complaints are being processed	<p>The Center Head /OIC opens the complaints endorsed to her attention every Monday or daily basis when necessary. She evaluates the complaints.</p> <p>Upon evaluation, the Center Head/OIC shall start the investigation and forward the complaint to the person or staff concerned for appropriate action or explanation.</p> <p>The center head/OIC will prepare a report after the investigation and submit a report to the Regional Director for information and appropriate action.</p>
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS) 8888</p>

f Case Management Process at Jose Fabella Center

Jose Fabella Center operates as a National Reception and Diagnostic Center and has expanded its services to displaced individuals, group and families in crisis situation, street dwellers, persons with disabilities, and other individuals in need.

Case Management Process at JFC is holistic and has the following programs:

A. Assessment/Diagnostic Program - the primary program of Jose Fabella Center is the accomplishment of an integrated and comprehensive assessment resulting from multi-disciplinary effort. It is a process wherein the resident's felt needs are identified likewise its causes as well as how it will impede the resident's social functioning. From the gathered information, an appropriate and responsive intervention plan will be formulated to address the problem of the resident. The intervention goals are directed to enhance the solving skills and use of existing resources by the resident.

B. Temporary Shelter Program – refers to provision of temporary haven with a homelike atmosphere setting wherein one's basic needs are provided such as food, clothing, and others. Also, the residents are given opportunities to train in improving their basic personal hygiene and grooming; to engage in performing simple household chores; and to socialize aiming to improve their interpersonal relationship. Life skills training are also imparted by the house parents with the help of other services.

C. Productivity Development Program - refers to the process of identifying the resident's interest, capacity, and capability. Subsequently, the conduct of short-term training courses and other economics exposures wherein the residents will gain skills to enable them to engage in productive activities, i.e., job placement, self-employment, livelihood projects and others.

Case Management is a form of helping the displaced individuals, group and families in crisis situation, street dwellers, persons with disabilities and other needy individuals to improve their quality of life and to become empowered.

Office or Division:	Jose Fabella Center (JFC)/ Protective Services Division
Classification:	Complex
Type of Transaction:	Government to Government (G2G) transaction Government to Citizens (G2C) Transaction, Government to Business entities (G2B) transaction
Who may avail:	The center shall accept and accommodate non-residents of the 17 LGUs of Metro – Manila – individuals, groups and families in crisis situation which includes reached out street dwellers; except for those referrals requiring immediate medical intervention and hospital management, they will be accessed to other centers or institutions that can provide their needed program and services.

The clientele groups of Jose Fabella Center are categorized as follows:

- 1) *Mendicants/Beggars* – these are individuals who are found begging in the streets and other public places including Indigenous People (Badjao, Aeta, and Igorot etc.).
- 2) *Vagrants* – these are individuals who wander idly from place to place without lawful or visible means of support. They are divided into two groups:
 - a. *Vagrants* without physical disabilities
 - b. *Psychotic vagrants*
- 3) *Transients* – these are individuals, groups and families who were found stranded in Metro Manila and without established residence in the Metropolis, or any means to support their basic needs. They are assisted to find employment and residence or reintegrated with their families in provinces.
- 4) *Improved Male Mental Patients* – these are individuals with mental ailment who have been diagnosed by a psychiatrist (NCMH or any hospital) to be considered as an improved mental patient and found to be abandoned and requiring a place to stay.
- 5) *Male Trafficked Victims* – these are individuals who were recruited, transported, transferred or harbored without the knowledge or consent of the victims within or across national borders by means of threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, taking advantage of the vulnerability of the person or giving/receiving payments for the purpose of exploitation, forced labor services, slavery, servitude or of the removal/sales of organ.

Illegibility Requirements

- a. Male or Female whether referred as an individual and/ or groups must be 18 to 59 years old (except for minors or children who are with their parents or relatives when referred to the center);
- b. Resident without communicable diseases (CD), and if found with medical illness after initial physical examination, the referring party shall be advised to refer the resident to the nearest hospital.

		c. Resident who is not under the influence of drugs and/or alcohol. d. Resident who is not from NCR.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter (1 original copy)		from referring LGUs/agencies		
2. Social Case Study Report/Case Summary (1 original copy)		Referring LGUs/agencies		
3. Medical abstract or examination; drug test result if indicated (1 original copy)		Referring LGUs/agencies		
4. Police and/or Barangay blotter except for massive outreach (1 original copy)		Referring LGUs/agencies		
5. Admission Slip		JFC- Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Admission of the Client Phase				
1. Submit the needed documentary requirements to Executive Officer on Duty (EOD)	1. Receive and assess the documents of the client.	None	10 minutes	Executive Officer on Duty/ Social Welfare Officer II JFC
2. Surrender personal valuables and money during inspection	2. Subject the client for inspection including their personal belongings	None	5 minutes	Security Officer JFC
3. Sign the waiver in case of refusal to surrender the valuable	3. Assist in executing a waiver	None	5 minutes	Executive Officer on Duty/ Social Welfare Officer II JFC
4. Provide accurate data/information during Intake interview	4. At intake, the social worker or officer of the day will fill up the admission slip of the resident	None	30 minutes	Executive Officer on Duty/ Social Welfare Officer II JFC

5. Attend orientation on the center's policies, programs and services before the issuance of admission slip.	5. Conducts orientation on the center's policies, various programs and services.	None	1 hour	<i>SWO II, Medical Staff on Duty, Homelife staff on Duty, Houseparent on Duty JFC</i>
II. Preparation of Social Case Study Report Phase				
1. Provide data relevant to helping process	1. Conduct data collection as basis for the preparation of the initial social case study report. from interview, home visits, medical examination, psychological report, information from the referring agency and others	None	2 hours	<i>Social Welfare Officer II/ Case Manager JFC</i>
2. Confirm the accuracy of the data contained in the prepared Social Case Study Report	2. Prepare and submit Social Case Study Report	None	3 hours	<i>Social Welfare Officer II/ Case Manager JFC</i>
C. Helping Process Phase thru Rehabilitation Team Meeting				
1. Appear/ participate/ interact in the formulation of the intervention plan initiated by the multi-disciplinary members	1. Conduct Intervention Planning - Collation of the reports, inputs and recommendations from the rehabilitation team members	None	2 hours	<i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II, Houseparent, Manpower Development Officer, Medical Officer and Psychologist) JFC</i>
2. Cooperate in the implementation of the intervention	2. Tap the resident/ Center's internal and	None	2 hours	<i>JFC's Rehabilitation Team Members</i>

plan by following the agreement with the team	external resources to strengthen the resident's residual capabilities for her/ his eventual reintegration to the community. >If they have families to go to, and on the basis of the assessment and case findings of their Social Worker, return or reunification with family which would address their problem is facilitated taking into consideration the favorable recommendation of the Social Worker from the LSWDO or Field Offices. They can also be accessed or transferred to other social welfare development agencies to avail further rehabilitative services. >All reached out, certified Badjaos and Aetas must be coordinated with the concerned Indigenous People's Team Leader for their eventual			<i>(Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II, Houseparent, Manpower Development Officer, Medical Officer and Psychologist)</i> JFC
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	reintegration, or with the LSWDO, if the IP Team Leader is found to be in questionable character. The Rehabilitation Team Members shall submit report on the implementation of the agreed plan			
3. He must cooperate in the evaluation of the case by being open/honest with the team	<p>3. The case manager should know the improvement attained in the life of the resident or if the intervention plan needs further improvement and to be more responsive in addressing the felt need of the resident.</p> <p>The evaluation is carried-out to determine the impact of the intervention plan. If improvement is evident to the resident's situation, the case can already be terminated; if not, the case will be subject for re-evaluation and come up with another plan of action or revision.</p>	None	2 hours	<i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II, Houseparent, Manpower Development Officer, Medical Officer and Psychologist)</i> JFC

	<p>Case evaluation may be carried through these activities:</p> <p>Pre-discharge Conference is conducted for residents who are prepared for reintegration and/or transfer to other institutions, and for provision of after care services and/or continuous case management.</p> <p>Discharge Conference are conducted for residents who are escorted for discharge to their families and/or in employment outside Metro Manila.</p>			
4. He/ she must cooperate in the termination of the case by exerting effort to achieve the goal/ agreement with the team	<p>4.The center must ensure the following:</p> <p>a. That the goals and intervention plans set for resident has been met and attained rehabilitation.</p> <p>b.Resident has demonstrated the capability and capacity for independent living.</p> <p>c.Resident</p>	None	2 hours	<p><i>JFC's Rehabilitation Team Members (Resident, Center Head, Social Welfare Officer III, Social Welfare Officer II,Houseparent, Manpower Development Officer, Medical Officer and Psychologist)</i></p>

	<p>refuses assistance or would not cooperate with the intervention plan.</p> <p>d. Resident manifested deviant behavior, especially those that will endanger the lives of co-residents and staff of the center.</p> <p>e. Resident has been consistently committing infraction of the Center's rules and policies.</p> <p>f. Resident has already availed all of the social welfare service of the Center and the Department.</p> <p>welfare service of the Center and the Department.</p>			
TOTAL		None	13 hours, 50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

g Case Management Process at Haven for Women

The Haven – National Center for Women is a 24-hour residential care facility which provides temporary shelter, care and protection to women who are victims of gender – based violence (abandoned, abused, maltreated and exploited) whose ages are from 18-59 years old, who need protective service, as well as other services that will promote healing and recovery.

It is also a substitute Home Care for Women that provide direct interventions to women victims of gender-based violence or those vulnerable to abuse and exploitation. Among the integrated / holistic services are (1) individual and group counseling, (2) medical and legal assistance, (3) self-awareness sessions that will build women victim-survivors' self-esteem, (4) stress reduction / crisis management sessions, (5) livelihood / entrepreneurship development, (6) spiritual enrichment and (7) other activities along social-cultural activities.

It is designed to cater or serve the clients for protection and security purposes.

Office or Division:	Haven for Women (HFW)/ Protective Services Division (PSD)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Women in Especially Difficult Circumstances -18 -59 years old Dependents - 0 to 7 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
I. Pre-Admission Phase Women, who seek assistance or referred by Local Government Units (LGUs), Non-Governmental Organizations (NGOs), Government Organization's (GOs) and Law Enforcement, Peoples Organization or from other concerned citizens as well as those who were rescued, shall be assessed by the Social Worker to establish eligibility for admission. Review of documentary requirements shall be done. Women found not eligible for admission shall be referred to appropriate agency.			
1 original copy of Referral letter		Referring agency	
1 original copy of Social Case Study Report		Referring agency	
1 original copy of Medical Certificate with license and signature of Physician		Attending Physician from hospital or clinic	
1 photocopy of Police Report/ Complaint		Police Officer	
1 photocopy of Birth Certificate		Philippine Statistics Authority	

1 original copy of RT-PCR of Antigen Test		Licensed Covid-19 testing laboratory		
1 original copy of Chest X-ray		X-ray Laboratory		
II. Admission Phase				
Women referred by Local Government Units, other agencies, hospitals and Ngo’s shall be assisted by social worker or any authorized representative to conduct turn-over of the women to the center				
1 original copy of Referral letter		Referring agency		
1 original copy of Social Case Study Report		Referring agency		
1 original copy of Medical Certificate with license and signature of Physician		Attending Physician from hospital or clinic		
1 photocopy of Police Report/ Complaint		Police Officer		
1 photocopy of Birth Certificate		Philippine Statistics Authority		
1 original copy of RT-PCR of Antigen Test		Licensed Covid-19 testing laboratory		
1 original copy of Chest X-ray		X-ray Laboratory		
III. Assessment Phase (no document required from client)				
IV. Termination and Aftercare Phase				
1 original copy of Discharge Slip		Haven for Women		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-admission Phase				
1. Submit referral letter, SCSR and other requirements	1. Receipt of cases	None	5 minutes	Officer of the Day, Executive Officer of the Day HFW
2. Attend Pre-Admission conference.	2. Review of documents and established eligibility	None	15 minutes	Social Welfare Officer, HSW HFW
	3. Schedule Pre-admission conference with the referring party	None	5 minutes	Social Welfare Officer, HSW HFW
	4. Conduct Pre-admission	None	30 minutes	Rehabilitation Team HFW

	conference			
TOTAL		None	3 days and 55 minutes	
Admission Phase				
1.Be oriented about the center.	1.Orientation on the center's programs and services	None	30 minutes	<i>Social Welfare Officer, HSW HFW</i>
2. Surrender personal belongings and have picture taking.	2.Take inventory of personal belongings and picture taking	None	15 minutes	<i>Social Welfare Officer, HSW HFW</i>
3. Participate in the intake interview.	3.Conduct of intake interview	None	30 minutes	<i>Social Welfare Officer HFW</i>
4. Go to Medical and Psych Service for initial assessment	4.Endorsement of client to Medical for initial assessment	None	15 minutes	<i>Officer of the Day /Nurse/ Medical Officer HFW</i>
5. Go to assigned cottage.	5.1 Endorsement of client and referral to Psychologist for initial Psych assessment	None	5 minutes	<i>Officer of the Day / Psychologist HFW</i>
	5.2 Endorsement of client and referral to Dietician	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ Dietary Staff HFW</i>
	5.3 Endorsement of client to Homelife service for cottage assignment	None	5 minutes	<i>Officer of the Day /Executive Officer of the Day/ Houseparent on Duty HFW</i>
	5.4 Forward	None	5 minutes	<i>Officer of the Day</i>

	documents to HSW for confirmation of admission			/Executive Officer of the Day/ HSW HFW
	5.5 Assignment of case	None	10 minutes	Social Welfare Officer III HFW
	5.6 Receipt of referral documents	None	10 minutes	HSW/ SWO III/ SWO HFW
TOTAL		None	2 hours, 10 minutes	
III. Assessment Phase Social Worker gathers data/information directly from the clients or for other sources. Their participating and cooperation is much needed for coming up with complete, relevant information as basis for a sound assessment.				
	1.1. Gathering of data from other services	None	30 minutes	Social Welfare Officer/ Rehab Team HFW
	1.2 Conduct home visitation to the family of the resident	None	2 hours	Social Welfare Officer HFW
	1.3 Conduct collateral interview to relatives and community	None	2 hours	Social Welfare Officer HFW
	1.4 Preparation of Social Case Study Report	None	2 hours	Social Welfare Officer HFW
	1.5 Review of SCSR and Intervention Plan	None	20 minutes	Social Welfare Officer III HFW
	1.6 Approval of SCSR and Intervention Plan	None	20 minutes	HSW HFW
TOTAL		None	7 days, 7	

			hours, 10 minutes	
IV. Case Termination and Aftercare Phase				
In the event that the cases of the women has finally been considered as termination, appropriate placement of the women shall likewise be recommended and thereafter shall be facilitated by her attending Social Worker. Placement of the women can be done through the following: reintegration to the family and/or qualified relatives, transfer to another centers and Institutions, job placement and independent living.				
1. Talk to Social Worker on Case about preparation for discharge.	1. Conduct social preparation with the client.	None	30 minutes	<i>Social Welfare Officer</i> HFW
2. Contact family together with the Social Worker on Case.	2. Coordination with family and LSWDO to inform about the date of discharge of client	None	10 minutes	<i>Social Welfare Officer</i> HFW
3. Seek clearance from all Services.	3. Preparation and signing of discharge slip	None	30 minutes	All services
4. Participate in aftercare services provided by LSWDO.	4.1. Approval of discharge slip	None	5 minutes	HSW
	4.2. Prepare aftercare letter to LSWDO	None	5 minutes	<i>Social Welfare Officer</i> HFW
	4.3 Prepare Discharge Summary	None	5 minutes	<i>Social Welfare Officer</i> HFW
TOTAL		None	20 days, 1 hour and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

h Case Management Process at Sanctuary Center

The Sanctuary Center is a 24-hour residential care facility which serves as a place of refuge and home for abandoned, neglected, and unattached adult women with improved psycho-social disability, ages eighteen (18) and above.

Their clientele are:

- Female, 18 – 59 years old
- With improved mental condition as certified by a psychiatrist
- Non-violent and manageable as certified by a psychiatrist
- Free from communicable diseases and ambulatory despite physical disabilities and/or limitation, if any;
- Considered unattached and abandoned or may have lost contacts with their immediate families and relatives that deprived them of home and family care; and/or,
- Rescued from the streets by government authorities or referred by local government units, non-government, civic and faith-based organizational or other DSWD units.

Case Management is an interactive process in which the client and the worker consciously work together toward a reasonable resolution of the clients problem(s).

Office or Division:	Sanctuary Center/ Protective Services Division			
Classification:	Complex			
Type of Transaction:	Government to Government Government to Citizens			
Who may avail:	NGAs/ LGUs/NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Referral Letter addressed to Center Head duly signed by the Head of Office of Referring Party		Local Government Unit (LGU)		
2. 1 Original copy of Updated Social Case Study Report duly signed by Social Worker and Head of Office		Local Government Unit (LGU)		
3. 1 Original copy of Police or Barangay Blotter, Tri-media Certificate and Tracer Letter		Local Government Unit (LGU)		
4. 1 Original copy NCMH Referral with Diagnosis and Medicine Prescriptions		NCMH or any accredited psychiatric facility		
5. 1 Original copy Medical Exam Results: Urinalysis, CBC, X-ray Film and Result, Pregnancy Test		Any accredited medical facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. Pre-Admission of Referral				
1. Coordinate with the center and submit the required referral documents.	1.1 Receive referral through mail.	None	5min	<i>Admin Aide-IV</i> Sanctuary Center
	1.2 Endorsement to SWO III for review and directions.	None	5min	<i>Admin Aide-IV</i> Sanctuary Center
	1.3 Review of documents, provide direction and	None	2mins	
	1.4 Endorse to OD / SWO II for the schedule of pre-admission. If complete, pre-admission conference will be conducted every Thursday. For emergency cases, video conference is made. For minor condition such as lacking documents, the referring parties will be informed during the pre-admission conference.			<i>Rehabilitation Team Members</i> Sanctuary Center
	1.5 Endorsement to SWO II for schedule of discussion of the case being referred.	None	3mins	<i>Rehabilitation Team Members</i> Sanctuary Center

	If there are major conditions that needs to be provided medical intervention, that are not within our service at the time of referral, they will be accessed to other government services.			
	1.5 Circulate notice of the meeting for pre-ad.	None	10 mins	AA-IV Sanctuary Center
	1.6 For reach out cases, the NCMH assessment and other medical work-up is necessary.			OD / SWO II Sanctuary Center
2. Attendance to Pre-admission Conference	2.1 If for pre admission, conduct of Pre-Admission conference with RTM and referring party.	None	1 hour	SWO II Sanctuary Center
	2.2 Prepare and submit confirmation of agreements.	None	30 mins	SWO II Sanctuary Center
	2.3 Forward to SWO III for review and inputs.	None	2 mins	AA-IV Sanctuary Center
	2.4 Review and provide inputs on the draft confirmation of agreements.	None	5 mins	SWO II Sanctuary Center
	2.5 Forward to SWO III for revision and inclusion of inputs.	None	30 mins	SWO II Sanctuary Center
	2.6 Endorsement to SWO III for signature.	None	2 mins	Admin Aide-IV Sanctuary Center

	2.7 Sign enhanced confirmation of agreements and forward to AA for tracking.	None	1 min	SWO III Sanctuary Center
	2.8 Receipt and forward enhanced confirmation of agreement to SWO V for approval.	None	1 min	AA-IV Sanctuary Center
	2.9 Approval of the confirmation of agreements.	None	1 min	OIC / SWO III Sanctuary Center
3. Receive confirmation of agreements For compliance if with lacking admission documents.	3. Mailing of approved confirmation of agreements.	None	3 mins	OD / SWO II Sanctuary Center
4. Confirm schedule of admission process.	4.1 If for admission, inform the referring party of the scheduled of admission.	None	3mins	SWO II Sanctuary Center
	4.2 If not inform the referring party the reason of disapproval of the referral.	None	5 mins	SWO II Sanctuary Center
TOTAL		None	2 hours, 48 minutes	
B. Admission Phase				
1. Conduct Intake Interview and Assessment.	1.1 Fill up admission slip and facilitate admission process.	None	30 mins	OD / SWO II Sanctuary Center
	1.2 Immediately assign the case to social worker.	None	1 min	OIC / SWO III Sanctuary Center
	1.3 Establish rapport and orient the client to the goals / objectives of the center.	None	20 mins	OD / SWO II Sanctuary Center

	1.4 Contract setting shall take place by signing agreed treatment plan by the client, her social worker and other members of the team	None	30 mins	OD / SWO // Sanctuary Center
2. Facilitate Data Collection.	2. Gathers relevant and significant data/information directly from the client or from other resources that will be basis for sound assessment of the case.	None	30 mins	OD / SWO // Sanctuary Center
3. Assessment / Treatment Planning and Contracting Setting.	3. Prepares Initial Case Study within a week after admission.	None	1 hour	SWO // Sanctuary Center
	3.1. Prepares Comprehensive Social Case Study Report one (1) month after admission.	None	2 hours	SWO // Sanctuary Center
	3.2. Update Social Case Study Reports reflecting the progress of the client in achieving her rehabilitation plans and goals six (6) months after admission.	None	1 hours	SWO // Sanctuary Center
4. Treatment Plan Implementation.	4.1. Contact with the families thru letters or visits upon client's capability to provide information about herself.	None	30 mins	SWO // Sanctuary Center
	4.2. Involvement to home life activities	None	1 hour	SWO // Sanctuary

	upon assessment.			Center
	4.3. Access the needs of the client for services and interventions available within the inter service unit and other agencies that can best serve the needs of the client.	None	1 hour	<i>Rehabilitation Team Members</i> Sanctuary Center
5. Evaluation.	5.1. Check point and periodic evaluation must be undertaken through rehabilitation team meetings and case conference.	None	1 hour	<i>Rehabilitation Team Members</i> Sanctuary Center
	5.2. Recommendations to terminate or continue with the interventions or treatment plans.	None	1 hour	<i>Rehabilitation Team Members</i> Sanctuary Center
	5.3 Update and inform the client on results of assessment or any significant progress or any difficulties faced every phase of the helping process.	None	30 mins	<i>SWO II / Rehabilitation Team Members</i> Sanctuary Center
TOTAL		None	10 hours and 30 minutes	
C. Case Termination and Discharge				
1. Recommend for discharge conference.	1.1 Assessed to have better understanding of her problem and capacity to cope with situations.	None	1 hour	<i>Rehabilitation Team Members</i> Sanctuary Center
	1.2 Shown capability to undertake everyday tasks and is hopeful for the future.	None		<i>Rehabilitation Team Members</i> Sanctuary Center

	<p>1.3 Rehabilitation goals are achieved as planned specially the readiness and acceptance of her family to take her back into their custody.</p> <p>In case of clients whose families/relatives are traced but refused to take custody, they will be required to sign WAIVER (see attached form) of their decision to delegate their full responsibilities over the client to the center after a year of follow up by the social worker. Said clients will be under custodial care of the center until such time they can be transferred to other custodial care.</p>	None		SWO // Sanctuary Center
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	In case of clients whose families/relatives are traced but refused to take custody, they will be required to sign WAIVER (see attached form) of their decision to delegate their full responsibilities over the client to the center after a year of follow up by the social worker. Said clients will be under custodial care of the center until such time they can be transferred to other custodial care.			
2. Transition Care	2.1 Home visit conducted to the families/ relatives, other institution or wage/home placement	None	24 hours	SWO II Sanctuary Center
	2.2 Social preparation in relation to client's return to the family.	None	None	Rehabilitation Team Members Sanctuary Center
	2.3 Discharge plan shall be formulated.	None	1 hour	Rehabilitation Team Members Sanctuary Center
3. Confirmation of schedule and attendance to pre-discharge conference	3. Coordinate concerned LGU for pre-discharge conference	None	3 mins	SWO II Sanctuary Center
4. Attendance to pre-discharge conference	4.1 Conduct of pre-discharge conference	None	1 hour	SWO II Sanctuary Center

	4.2 Preparation of pre-discharge confirmation of agreements	None	1 hour	SWO II Sanctuary Center
	4.3 Forward to SWO III for review and inputs	None	5 mins	SWO III Sanctuary Center
	4.4 Forward to SWO II for revision and inclusion of inputs	None	30 mins	SWO II Sanctuary Center
	4.5 Endorsement to SWO III for Signature	None	2 mins	Admin Aide-IV Sanctuary Center
5.Receive copy of Pre-discharge confirmation of agreements	5.1 Approval of the Pre-discharge confirmation of agreements	None	1 min	OIC / SWO III Sanctuary Center
	5.2 Confirmation of the Schedule of discharge	None	2 mins	SWO II Sanctuary Center
6. Discharge Procedure	6.1 Accomplished prescribed discharge slip/paper for the information and signature of all Allied services/units.	None	20 mins	SWO II Sanctuary Center
	6.2 Assist the client for medical examination / clearance as well as prescription and schedule of follow up check-up.	None	20 mins	SWO II Sanctuary Center
	6.3 Allow the parents and/or any receiving qualified relatives to understand terms and conditions contained in a pre-formal agreement between the Head Social Worker and the receiving persons on their parental and moral	None	30 mins	SWO II Sanctuary Center

	obligations to the client.			
	6.4 Provide exit counseling with the client to discuss experiences and clarify some issues encountered while at the center. Advice parents/relatives on how to handle client at home and necessity for follow-up consultation and regular intake of prescribed medications as improved mental patient to prevent relapse.	None	30 mins	SWO II Sanctuary Center
	6.4 Provide a copy of discharge slip to all allied services/units.	None	20 mins	SWO II Sanctuary Center
	6.5 Forward referral letter to LGU or DSWD-Regional Offices.	None	30 mins	SWO II Sanctuary Center
	6.6 Prepare transfer summary report and	None	1 hour	SWO II Sanctuary Center
TOTAL		None	1 day, 8 hours, 23 minutes	
D. After Care Service				
1. Continuity of Service and other interventions.	1. Request for monitoring and after-care service	None	5 mins	OIC / SWO III Sanctuary Center

	1.1. Request from the LGU a status report on the progress of the client and his family for the purpose of monitoring and evaluation six (6) months after the discharge.	None	10 mins	SWO // Sanctuary Center
TOTAL		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house
How feedbacks are processed	The Officer of the Day checks the suggestion box daily and record all feedbacks received
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house Or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Bayan Muna Committee checks the suggestion box daily and validate each complaint
Contact Information:	
Anti-red Tape Authority (ARTA)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093
Contact Center ng Bayan (CCB)	CCB: 0908-881-6565 (SMS)
Presidential Complaints Center (PCC)	8888

i Case Management Process at Golden Reception and Action Center for Elderly and other Special Cases

Golden Reception and Action Center for the Elderly and other Special Cases (GRACES) is a 24/7 assessment / diagnostic and residential care facility that provides residential care to abandoned, neglected, unattached, and homeless Filipino Senior Citizens who are 60 years old and above.

GRACES serves Senior Citizens or persons who are considered lost, abandoned, neglected or unattached.

Office or Division:	Golden Reception and Action Center for Elderly and other Special Cases (GRACES)/ Protective Services Division (PSD)	
Classification:	Complex	
Type of Transaction:	Government to Government Government to Citizens	
Who may avail:	NGAs/ LGUs/NGOs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Referrals are those who came directly to the center to seek assistance and professional help. Walk-In Cases includes clients who have been referred by DSWD, LGU Social Workers, Philippine Orthopedic Center – Department of Rehabilitation, Private Organizations, Church Groups and Concerned Individuals, among others.		
1. 1 Original Copy of Referral Letter duly signed by the Head of Office of Referring Party	Office of the Referring Party	
2. Police/Barangay Blotter Report	Police Station/Barangay Hall	
3. 1 Original copy of Updated Social Case Study Report duly signed by Social Worker and Head of Office	Local Government Unit (LGU) (Must be prepared by a Registered Social Worker)	
4. 1 Original Medical Cert	Hospital / Any accredited medical facility	
5. 1 Original copy Medical Exam Results: Urinalysis, Fecalalysis, CBC, X-ray Film and Result, Drug Test	Hospital / Any accredited medical facility	
6. Psychological Assessment	National Center for Mental Health/Psychometrician	
7. Updated Whole Body Picture	Referring Party	
8. Dental Records	Hospital / Any accredited medical facility	
9. Other pertinent documents to establish client's identity i.e. Birth Certificate, Residence Certificate, Government Issued IDs	Referring Party	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ADMISSION				
1. Prior coordination to the Center and submission of the required referral documents	1.1 Referring party should be informed on the documentary requirements	None	5min	<i>Officer of the Day/SWO of the Day</i> GRACES
	1.2 Received document through e-mail for tracking			<i>Admin Aide-IV</i> GRACES
	1.3 Endorsement to SWO V/Center Head for review and directions	None	5min	<i>Admin Aide-IV</i> GRACES
	1.4 Endorsement to SWO III with direction and for the schedule of pre-admission	None	2mins	<i>SWO V/Center Head</i> GRACES
	1.5 Endorsement to SWO II for schedule of discussion of the case	None	3mins	<i>SWO III/Supervising Social Worker</i> GRACES
	1.6 Prepare notice of the meeting to Rehab Team Meeting and letter to referring party. *In cases of no need of pre-admission/ completion of document SWO-Of the-Day will contact immediately and advise the	None	3mins	<i>SWO II</i> GRACES

	referring party on the directions			
	1.7 Circulate notice of the meeting for pre-admission	None	10 mins	<i>Admin Aide IV</i> GRACES
2. Attendance to Pre-admission Conference	2.1 If subject for pre admission, conduct of Pre-Ad Meeting with Rehab Team Meeting and referring party	None	1 hour	<i>Center Head and RTM Committee</i> GRACES
	2.2 Prepare and submit confirmation of agreements, ways forward and other commitments.	None	30 mins	<i>SWO II</i> GRACES
	2.3 Forward to SWO III for review and inputs	None	2 mins	<i>AA-IV</i> GRACES
	2.4 Review and provide inputs on the draft confirmation of agreements	None	5 mins	<i>SWO III</i> GRACES
	2.5 Forward to SWO III for revision and inclusion of inputs	None	30 mins	<i>SWO II</i> GRACES
	2.6 Endorsement to SWO III for signature	None	2 mins	<i>Admin Aide-IV</i> GRACES
	2.7 Sign enhanced confirmation of agreements and forward to AA for tracking	None	1 min	<i>SWO III</i> GRACES
	2.8 Receipt and forward enhanced confirmation of	None	1 min	<i>AA-IV</i> GRACES

	agreement to SWO V for approval			
	2.9 Approval of the confirmation of agreements	None	1 min	SWO V/Center Head GRACES
3.Receive confirmation of agreements/ For compliance if with lacking admission documents	3.Mailing of approved confirmation of agreements	None	3 mins	AA-IV GRACES
4. Confirm schedule of admission process	4.1 If for admission, inform the referring party of the scheduled of admission	None	3mins	SWO II GRACES
	4.2 If not inform the referring party thru official letter the reason of disapproval of the referral.	None	5 mins	SWO II GRACES
5. Appearance during the admission and submission of lacking documents	5.Fill up admission slip and facilitate admission process	None	30 mins	Officer of the Day/SWO II GRACES
6. Social Preparation and Assignment of cottage	6. Orientation of Centers Policies and Provision of Welcome Kit	None	30 mins	House Parent III/Social Worker GRACES
TOTAL		None	4 hours, 19 minutes	
B. WHILE AT THE CENTER				
1. The case of newly admitted subjected to Rehab Team Meeting	1. Review of necessary documents by the allied service and come-up	None	1 Hour	Rehab Team (SWO and Allied Service, Center Head) GRACES

	intervention Plan			
2. Familiarization to Staff and Social Worker-In charged	2. Cottage visit to Establish Rapport and conduct activity as follows: a) Initial Psych Assessment b) Nutritional Assessment c) Medical Assessment	None	30 Mins (a week after admission)	SWO, Houseparent II GRACES
3. Undergo Series of Interview	3.1 Draft Initial Social Case Study Preparation (with initial intervention plan)	None	8 Hours (a week after the admission)	SWO III/ GRACES
	3.2 Review of the initial case study by the Supervising Social Worker	None	1 minute	SWO III GRACES
	3.3 Draft of Tracing Letter to Local Government Unit for possible location and validation of family.	None	15 minutes	SW GRACES O II
	3.4 Request for Family Assessment Capability if relatives are found	None	15 minutes	SWO II GRACES
	3.5 Referral to other Services for provision of necessary Intervention	none	5minutes	SWO II/ HP II GRACES
C. RE-ADMISSION				
1. Receipt of documents of the resident for re-	1.1 Review the document and reason for re-	None	3 minutes	Social Worker GRACES

admission	admission of the resident			
	1.2 Send letter to referring party for schedule of Case Conference	None	5 minutes	<i>Liason/ AAIV</i> GRACES
	1.3 Conduct Case Conference with referring party and allied service to discuss the reason of re-admission of the resident	None	1 Hour	<i>Allied Service</i> GRACES
	1.4 Preparation minutes of Case Conference	None	10 minutes	<i>Social Worker</i> GRACES
	1.5 Submitted minutes of the Case Conference to Supervising Social Worker for review and inputs	None	2 minutes	<i>Social Worker and SWO III</i> GRACES
	1.6 Revised the Minutes of the Case Conference	None	5 minutes	<i>Social Worker</i> GRACES
	1.7 Submitted minutes of Case Conference reviewed by SWO III to Center Head for further recommendation	None	5 minutes	<i>Social Worker and AAIV</i> GRACES
	1.8 Received the Minutes of case conference with recommendation and coordinate with referring party	None	1 minute	<i>Social Worker In Charge</i> GRACES
	1.2 If Eligible for re-admission			

	1.9.1 Preparation of confirmation letter that the resident is for re-admission	None	5 minutes	<i>Social Worker In Charge</i> GRACES
	1.9.2 Sending confirmation letter thru email to referring party schedule of admission	None	3 minutes	<i>AAIV</i> GRACES
	1.9.3 Proceed to admission process	None	5 minutes	<i>Allied Service</i> GRACES
	1.10 If not Eligible for re-admission			
	1.10.1 Preparation of confirmation of agreement and reason for non-admission of the resident	None	5 minutes	<i>Social Worker</i> GRACES
	1.10.2 Sending letter that disapproved the re-admission of the client thru email address to referring party.	None	3 minutes	<i>Admin Aide IV</i> GRACES
TOTAL:		None	1 Hour and 56 Minutes	

D. REQUEST FOR ISSUANCE OF PASS

1. Request of resident to go out in the center and/or referral to Hospitals and other partner agencies	1.1 Coordination to HP On-Duty of the concern cottage for preparation of lolo/lola	None	8 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	1.2 Fill-Up and Preparation of Out On Pass Form	None	8 mins	<i>Officer of the Day/SWO of the Day/ SWO in charge</i> GRACES
	1.3 Getting the	None	5 mins	<i>Medical Officer</i>

	Vital Signs of the resident c/o Medical Service			III/Nurse II GRACES
	1.4 Approval and signature of the Center Head	None	1 mins	Center Head GRACES
TOTAL		None	9 minutes	
E. ESCORTING OF CLIENTS				
1. For Processing of Necessary Document outside in the Center	1.1 Coordination to HP On-Duty of the concern cottage for preparation of lolo/lola	None	8 mins	Officer of the Day/SWO of the Day/ SWO in charge GRACES
	1.2 Fill-Up and Preparation of Out On Pass Form	None	8 mins	Officer of the Day/SWO of the Day/ SWO in charge GRACES
	1.3 Getting the Vital Signs of the resident c/o Medical Service	None	5 mins	Medical Officer III/Nurse II GRACES
	1.4 Approval and signature of the Center Head	None	1 mins	Center Head GRACES
TOTAL		None	12 minutes	
F. VISITATION				
1. Secure visitor's pass from the center Management or the Field Office if necessary.	1.1 Coordinate the visit transaction to Houseparent On-Duty for preparation of the lolo/ lola.	None	3 minutes	SWO II/ III/ Officer of the Day GRACES
	1.2 Fill-Up and Preparation of Visitors Slip Form	None	3 mins	Officer of the Day/SWO of the Day/ SWO in charge GRACES
	1.3 Approval and signature of the Center Head	None	1 mins	Center Head GRACES
	1.4 Visitors are only accommodated at	None	1 Hour	SWO II/Case Manager GRACES

	the Visitor Area or at the Social Service Office			
TOTAL		NONE	1 hour, 8 minutes	
G. Handling Death Cases				
1. Post mortem Body	1. Residents cadaver referred to Funeral Home for safe keeping and embalming	None	5 minutes	<i>Officer of the Day/Executive of day or Social Worker In charge</i> GRACES
2. Cadaver will be pick up by partner funeral home	2.1 Endorsed information of deceased residents to Partner Funeral Home	None	5 minutes	<i>Officer of the Day/Executive of day or Social Worker In charge or Nurse on Duty</i> GRACES
	2.2 Preparation of Initial Death Report duly signed by the Center Head with the following attachment 1.2.1. Initial Death Report of Nurse on Duty signed by Medical Officer III 1.2.2. Death Matrix signed by Medical	None	30 minutes	<i>Social worker in charge and Nurse on Duty</i> GRACES

	Officer III			
	2.3 Submission of Initial Death Report (with Attachment) for the Regional Director's Office and thru Regional Centers Coordinator both email and Hard copy	None	1 day	<i>Social worker and Liason</i> GRACES
	2.4 Fill up complete information on Death Certificate signed by Medical Officer III, Social Worker and Nurse on Duty	None	20 minutes	<i>Social worker and Medical Officer III and Nurse on Duty</i> GRACES
	2.5 Death Certificate will be forwarded to partner funeral home for signature of Licensed Embalmer	None	5 minutes	<i>Social Worker and Embalmer</i> GRACES
	2.6 Death Certificate will forwarded to City Medical officer for review and signature of Medical Officer	None	5 minutes	<i>Social Worker and City Hall Medical Officer III</i> GRACES
	2.7 Registration of Death Certificate to City Registrar	None	1 Hour	<i>Social worker and City Hall Personnel</i> GRACES
	2.8 Process payment for Entrance Fee and Wall Nitch	None	10 minutes	<i>Social worker and City Hall Personnel</i> GRACES
	2.9 Coordinates	None	5 minutes	<i>Social Worker,</i>

	Partner Funeral and Cemetery for the schedule of Burial of the deceased resident			<i>Cemetery Personnel and Funeral Home Personnel</i> GRACES
	2.10 Facilitation of burial of the resident	None	1 Hour	<i>Social Worker and Cemetery Personnel</i> GRACES
	2.11 Preparation of Comprehensive Death Report	None	1 Hour	<i>Social Worker</i> GRACES
	2.12 Comprehensive Death Report submitted for comments and inputs of the Supervising Social Worker (SWO III)	None	20 minutes	<i>Supervising Social Worker/SWO III</i> GRACES
	2.13 Comprehensive Death Report submitted for review and approval of the Center Head	None	20 minutes	<i>Center Head</i> GRACES
	2.14 Submission of Approved Comprehensive Death Report to FO with the following attachment a) Registered Death Certificate b) Medical Abstract signed by Medical Officer III	None	1 week after the internment of the deceased resident (2 Hours Preparation)	<i>Liason</i> GRACES

TOTAL		None	1 day, 7 hours, 8 mins	
H. DISCHARGE (RTF VIA TRACING LETTERS)				
	1. Drafting of Communication Letters to LGUs upon identification of relatives of a resident.	None	15 minutes	SWO II GRACES
	2. Submission of the Letter to SWO III for inputs/comment	None	5 minutes	SWO III GRACES
	3. Submission of the Letter to the Center Head for signature	None	3 minutes	Center Head GRACES
	4. Endorsement of the signed Communication Letter to the SWO II in charge	None	1 minute	SWO II in charge GRACES
	5. Forwarding of Communication letters to LGUs upon identification of relatives	None	30 minutes	Laiason/AA IV GRACES
	6. If positive feedback is received from the letter sent, the SWO II in charge will request a Family Capability Assessment of the family from the LGU	None	(2 Hours preparation) 1 week upon response	LGU GRACES
	6.1 If results of the Family Capability	None		

	Assessment are encouraging, the SWO II and the family will establish an agreement on the mode of reintegration such as: 6.2 Transportation is shouldered by the family. Transportation is shouldered by the center		(8 Hours) Within 1 week	<i>The family</i> GRACES
	6.2 Pre-discharge conference will be conducted upon confirmation that the family will take the residents custody	None	1 hour	SWO II in charge/ GRACES
	6.4 Social Preparation is conducted to the resident prior to reintegration	None	24 hours	SWO II in charges/HP on duty GRACES
	7. After successful reintegration to family, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	(2Hours Preparation) Within 24 hours	SWO II in charge/SWO III/Center Head GRACES
	8. An aftercare letter is forwarded to the LGU to conduct visit and follow up on the resident's	None	(1Hour) Within 1 week	<i>LGU</i>

	condition with the family.			
	9. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	<i>SWO II in charge/SWO III/Center Head</i> GRACES
TOTAL		None	2 Hours and 33 Minutes	
DISCHARGE (RTF VIA MEDIA EXPOSURE)				
	1. Collecting of Profiles of resident for trimedia exposure from all SWOs	None	15 minutes	<i>Media Exposure Focal</i> GRACES
	2. Profiles of residents are sent to a network/TV station for media exposure via email	None	10 minutes	<i>Media Exposure Focal</i> GRACES
	3. Request for proof of exposure from the network is requested	None	5 Minutes (1 week after exposure)	<i>Media Exposure Focal</i> GRACES
	4. If positive feedback is received Media Exposure, the SWO II in charge will request a Family Capability Assessment of the family from the LGU	None	1 day (1 week upon response)	<i>LGU</i>
	4.1 If results of the Family Capability	None		<i>Social Worker In Charge</i> GRACES

	Assessment is encouraging, the SWO II and the family will establish an agreement on the mode of reintegration such as: Transportation is shouldered by the family. 4.2 Transportation is shouldered by the center		1Hour Within 1 week	
	5. Pre-discharge conference will be conducted upon confirmation that the family will take the residents custody	None	1 hour	<i>SWO II in charge</i> GRACES
	6. Social Preparation is conducted to the resident prior to reintegration	None	1 day	<i>SWO II in charges/HP on duty</i> GRACES
	7. After successful reintegration to family, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	1 day (Within 24 hours)	<i>SWO II in charge/SWO III/Center Head</i> GRACES
	8. An aftercare letter is forwarded to	None	1 day (Within 1 week)	<i>LGU</i> GRACES

	the LGU to conduct visit and follow up on the resident's condition with the family.			
	9. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	SWO II in charge/SWO III/Center Head GRACES
TOTAL		None	4 Days, 4 Hours and 10mins	
DISCHARGE (RTF VIA TTOC)				
	1. Drafting of communication letter to be sent to other institutions which may have available slots for transfer of residents	None	20 minutes	SWO II GRACES
	2. Submission of the letter to the center head for signature and approval	None	5 minutes	Center Head GRACES
	3. Forwarding of Communication Letter to the target institution via mail	None	30 minutes	Liaison/AA IV GRACES
	4. If positive feedback from the target institution, and provided with the requirements needed prior to	None	1 hour	SWO III/Social Service GRACES

	transfer the SWO III will inform his/her SWO IIs to submit a list of prospect residents that meets the criteria for transfer			
	5. Preparation of documents needed from allied services for the transfer	None	1 week	<i>Allied Services</i> GRACES
	6. Request of case-conference with the receiving institution in order to filter the eligible residents via email	None	5 minutes	<i>SWO III</i> GRACES
	7. Upon agreed schedule, both parties will go over the list of possible residents for transfer	None	2 hours	<i>Senior Staff and the receiving institution</i> GRACES
	8. Social Preparation of the chosen residents for the transfer is conducted	None	5 Minutes (1 week prior to transfer)	<i>SWOs/HPs on duty</i> GRACES
	9. Turning over necessary documents for the transfer of case management to the receiving institution during agreed schedule	None	30 mins	<i>SWOs/Receiving Institution.</i> GRACES

	10. After successful transfer to other center, submission of feedback report is conducted by the SWO II in charge to with the approval of the SWO III and the Center Head	None	1 day	SWO II in charge/SWO III/Center Head GRACES
	11. Closing Summary is drafted by the SWO II for the approval and signature of the SWO III and Center Head	None	20 minutes	SWO II in charge/SWO III/Center Head GRACES
TOTAL		None	8 days, 3 hours, 21 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated suggestion box available in the guard house or report immediately to the Officer of the Day/Executive On-Duty
How feedbacks are processed	The Officer of the Day will check the suggestion box daily and record all feedbacks received for consolidation
How to file a complaint	Answer the client Complaint Form and drop it at the designated suggestion box available in the guard house Or write a letter to Head Social Worker/ Regional Director
How complaints are processed	The Grievance Committee will regularly checks the suggestion box daily and validate each complaint
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

j Case Management at Rehabilitation Sheltered Workshop

Rehabilitation Sheltered Workshop is a non-residential business-work oriented facility of DSWD that provides temporary livelihood opportunities and work training to person with disabilities for them to become gainfully engaged in productive work and become contributing members of the society.

The target clientele are:

- 1.) Orthopedic, muscular – skeletal or moving impairments includes polio, cerebral palsy, missing limbs, spinal injury, Potts disease, muscular dystrophy, club foot, cleft lip and palate, hunchback, harelip.
- 2.) Chronic illnesses with impairments – includes stroke, endocrine and metabolic disorder, etc
- 3.) Intellectual and mental impairment – upper trainable / educable intellectually disabled, down syndrome, improved mental patient
- 4.) Learning impairment – dyslexia, ADHD, slow learners
- 5.) Psychosocial and behavioral impairments such as recovered drug dependents, negative hansenites, released prisoners, arrested PTB, autistic spectrum disorder.
- 6.) Vision & seeing disorder including cataract, diabetic retinopathy, glaucoma, amblyopia, low vision, reflective errors
- 7.) Communication impairment such as hearing impaired
- 8.) Special groups which include dependents and family members of PWDs

The Social Auxiliary Service (SAS) is one of the Services of Rehabilitation Sheltered Workshop (RSW) spearheaded by Registered Social Workers focus on access needs of clients to integrated social services with the family and their community to achieve maximum work adjustment and satisfying work performance. Prior in providing service, **Admission process** must be undergone to review medical and psychological condition of applicants in relation to their disability and to properly document their identity and eligibility. Applicant requires meeting the professional member of rehabilitation team to assist in determining appropriate productivity activity of client while in the center.

Office or Division	Rehabilitation Sheltered Workshop (RSW)
Classification	Highly Technical – 20days and above (including ten (10) days OJT).
Type of Transaction	Government to Citizens (G2C)
Who may Avail	Persons With Disability or their Dependent
Checklist of Requirements	Where to Secure
Medical & Psychological Results :One (1) Original Copy	Any government or private hospitals/clinics
Person With Disability Identification:	From the Person With Disability Office in the

One (1) Photocopy	LGU where the applicant resides.			
Barangay Indigent Certificate One (1) Original Copy	From the Barangay LGU where the applicant resides			
Case Summary Report One (1) original copy	From the C/MSWDO or referring party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule of appointment for interview/ orientation	1. Calendar schedule of applicant's interview /orientation (Usually Monday)	None	5 minutes	Clerk (AAI) Admin Service RSW
2. Endorse BIO DATA or referral letter.	2.1 Interview and orientation proper	None	20 minutes	Social Welfare Officer II SAS-RSW
	2.2 Initial Assessment and intake interview	None	10 minutes	Social Welfare Officer II SAS-RSW
	2.3 Scheduling of Rehabilitation Team Meeting (RTM) Usually Monday or Tuesday	None	5 minutes	Social Welfare Officer II SAS-RSW
3. Pre Admission: Rehabilitation Team Meeting (RTM)	3. Case conference with applicant, referring agency and RSW	None	2 hours	Rehabilitation Team All Services RSW
4. On the Job Training (OJT)	4.1. Assessment period and workshop activity.	None	10 days	Rehabilitation Team All Services RSW
5. Admission Conference- Rehabilitation Team Meeting (RTM)	5.1 Evaluation assessment reporting for admission or referral to other services outside the center (RSW)	None	30 minutes	Supervising Social Worker SAS RSW
	5.2 Formulation of Intervention Plan 5.2.1 If admitted, endorse to production team 5.2.2 If not	None	1 hour	Supervising Social Worker/ Center Head All services – RSW

	admitted, referral to concerned agencies/ institutions (as needed)			
6. Admission	6. Approval of Intervention Plan Note: Center Head has discretionary authority the approved and disapproved the recommendation based on intervention plan pertaining to the availability of fund and other administrative concern.	None	5 minutes	<i>Supervising Social Worker/ Center Head</i> All services – RSW
TOTAL		None	10 days, 4 hours, 15 minutes	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	A "Customer Feedback Form" is given by the Security Guard on duty to visitor/customer upon entry at RSW and shall be filled up and dropped in the Suggestion Box at the Guard House upon departure.
How feedbacks are processed	Customer Feedback Forms shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedbacks that are sensitive shall be forwarded to the Center Head for immediate and appropriate action.
How to file a complaint	Complaints shall be filed in writing addressed to the IMP Committee Chairperson OF RSW or to the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC) or to 8888.
How complaints are processed	All complaints which are under the control of the Center is acted upon immediately by providing feedback of the actions undertaken on the subject complaint of within the day.
	All complaints beyond the control of the Center is elevated to the Management of higher authority within the day for their appropriate actions.
Contact information	ARTA: 8478-5091/8478-5093/8478-5099 CSC: 8740-8412/8749-0980/8781-5864 CCB: contactcenterngbayan.gov.ph PCC: 8736-8645/8736-8603/8736-8629

k Case Management Process at INA Healing Center

INA Healing Center is a non-residential care facility that operates 8 hours a day, 8:00AM – 5:00PM Mondays to Fridays. It was established to provide psychosocial support to bereaved mothers and other family members through programs and projects aimed at helping them to move on from a place of grief to a place of hope and empowering them to reach out to others. The center is meant to provide a place for grieving mothers to ventilate feelings of depression over the loss of a loved one through center-based interventions, thereby facilitating the healing process and recovery towards normalcy or self-functioning.

The Center's clients are in crisis over a loss of a daughter or son, a husband or a wife, a mother or a father and are faced with deep depression or in a crisis situation.

Office of Division		INA HEALING CENTER		
CLASSIFICATION		Complex		
Type of Transaction		Government to Government Government to Citizens		
Who may avail:		NGAs/LGUs/NGOs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original copy of referral letter duly signed by the Head of Office of referring party (1copy)			LGU	
2. Original copy of updated social case study report duly signed by the Social Worker and Head of Office (1copy).			LGU	
3. Medical Certificate (Original copy)			Any government/private hospital	
4. Original copy of Psychological assessment(1copy)			LGU Psychologist or any accredited psychiatry facility	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission of Referral				
1. Coordinate with the center and submit the required referral documents	1. Receive referral through mailing, coordination and actual submission.	None	5 minutes	<i>Admin Aide IV</i> INA Healing Center
	1.1 Endorsement to OIC-Center Head for review and instructions	None	2minutes	<i>Admin Aide IV</i> INA Healing Center
	1.2 Review of documents,	None	5 minutes	<i>OIC-Center Head</i>

	provide direction and endorse to identified SW to handle the case			INA Healing Center
	1.3 Prepare invitation letter to referring party for a pre-ad conference.	None	5 minutes	<i>Assigned SW</i> INA Healing Center
	1.4 Conduct of pre-admission to define the tasks of both the referring and IHC in the management of referred case/s		30 minutes	<i>Rehabilitation Team and Referring Party</i> INA Healing Center
	1.5 Prepare and submit confirmation of agreements	None	15minutes	<i>SWO II</i> INA Healing Center
	1.6 Review and provide inputs on the draft confirmation letter	None	10 minutes	<i>OIC-Center Head</i> INA Healing Center
	1.7 Return draft confirmation to assigned SWO II for revision and inclusion of inputs	None	10 minutes	<i>SWO II</i> INA Healing Center
	1.8 Endorsed to OIC-Center Head for approval	None	5 minutes	<i>SWO II</i> INA Healing Center
	1.9 Sign enhanced confirmation of agreements and forward to AA-IV for tracking.	None	2minutes	<i>OIC-Center Head</i> INA Healing Center
3. Receive confirmation of agreements Ensure compliance	3. Mailing of approved confirmation of agreements.	None	5minutes	<i>Admin Aide IV</i> INA Healing Center

if there is lacking documents				
	TOTAL	None	1 hour, 34 minutes	
A. Admission of Clients				
4. Confirm schedule of admission process	4.1 If for admission, referring party & IHC schedule for Grief Recovery Program (GRP) Session.	None	5 minutes	SWO // INA Healing Center
	4.2 Intake interview, conduct of Grief Assessment Scale, Social Functioning Indicator	None	2 hrs	SWO // INA Healing Center
	Referral for Psychological Assessment			Psychometrician
TOTAL		None	2hrs 5 minutes	
C. Pre-Termination Case				
	1. Coordinate with the concerned LGU for pre-termination of case	None	10minutes	SWO // INA Healing Center
	1.2 Prepare invitation letter to concerned	None	15 minutes	SWO // INA Healing Center

	LGU			
	1.3. Send invitation letter to concerned LGU through mail/email for Pre-Termination case conference	None	8 minutes	SWO II INA Healing Center
	1.4. Conduct of Pre-termination case conference	None	30 minutes	SWO II INA Healing Center
	1.5. Preparation of pre-discharge confirmation of agreements	None	15 minutes	SWO II INA Healing Center
	1.6. Submit to OIC-Center Head for review/inputs on agreements	None	10 minute	SWO II INA Healing Center
	1.7. Forward to SWO II for revision and inclusion of inputs	None	10 minutes	SWO II INA Healing Center
	1.8. Endorsement to OIC-Center Head for approval and signature of the confirmation of agreements	None	2minutes	SWO II INA Healing Center



	1. 9. Confirmation of schedule of turn-over of transfer summary of clients to concerned LGU.	None	10 minutes	SWO // INA Healing Center
TOTAL		None	1 hour & 50 minutes	
D. Post Phase				
1. Request for After Care Service	1.1 Prepare request for After Care Service	None	15 minutes	SWO // INA Healing Center
	1.2 Send to concerned LGU	None	2minutes	SWO // INA Healing Center
Note: Received Copy of Request for After Care Services from LGU with their plan for the transferred case from IHC	Note: Provision of appropriate programs and services			
TOTAL		None	17 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Write feedback and drop it at designated drop box in the front guard station. Regular feedback of clients shall be gathered to ensure effectiveness of programs and services
How feedbacks are processed	Every Friday, the Center Head opens the drop box and review all feedback submitted. The Center Head talks to the concerned staff and resident
How to file a complaint	Complaints can be in a form of written letter or verbal report.
How complaints are processed	The complaint of resident is discussed between the Social Worker on Case and the concerned staff and client.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

2 Provision of Assistance to Clients of the Vocational Rehabilitation Center

The National Vocational Rehabilitation Center (NVRC) is a facility of the Department of Social Welfare and Development – National Capital Region which:

- 1.) Provides integrated and coordinated programs and services to assist Persons with Disability (PWD) by motivating them to use these services to meet their individual needs.
- 2.) Provides its services through a program of multi-disciplinary collaboration in one setting.
- 3.) Provides PWDs learning environment that at the end of a period of time, they return to their communities as better individuals in terms of making decisions, articulate their ideas, relate to people and improved economic conditions.
- 4.) Provides continuing assessment to come up with realistic intervention plan responding to individual current needs and progress of PWD trainees.
- 5.) Has an organized administrative structure with clearly defined lines of authority and responsibility for each area of service and function
- 6.) Serves as a demonstration and resource center for policy formulation and training through the integration of knowledge and skills of different disciplines.
- 7.) Has been establishing networks / linkage with Non-Government Organizations (NGOs), Government Organizations (GOs) and various stakeholders towards improving its programs and services for continuity of care wit disability

NVRC's target clientele are individuals with:

- Physical impairment
- Sensory impairment
- Intellectual impairment
- Psychosocial impairment
- Vulnerable groups:
 - o Person affected by leprosy
 - o Released prisoners
 - o Recovered drug and alcohol dependents
 - o Disadvantaged women
 - o Dependents of persons with disability within the first degree of consanguinity and affinity

Office or Division	National Vocational Rehabilitation Center (NVRC)
Classification	Simple

Type of Transaction	Government to Citizen			
Who may Avail	Persons With Disability and Other Vulnerable Groups 16 years old and above			
Checklist of Requirements		Where to Secure		
For walk-in applicants:				
1 Original Copy of Medical & Psychological Results (for Psycho-Social Person & Persons With Intellectual Disability)		Any government or private hospitals/clinics		
1 Original Copy of Person With Disability Identification		From the Person With Disability Office in the LGU where the applicant resides		
1 Original Copy of Barangay Indigent Certificate		From the Barangay LGU where the applicant resides		
1 Original Copy of Case Summary Report		From the C/MSWDO or referring party		
For online Applicants:				
1 Scanned Copy of Medical & Psychological Results (for Psycho-Social Person & Persons With Intellectual Disability)		Any government or private hospitals/clinics		
1 Scanned Copy of Person With Disability Identification		From the Person With Disability Office in the LGU where the applicant resides		
1 Scanned Copy of Barangay Indigent Certificate		From the Barangay LGU where the applicant resides		
1 Scanned Copy of Case Summary Report		From the C/MSWDO or referring party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the list of requirements to the Social Adjustment Service	1.1. Conducts interview/assessment	None	2 ½ hours minutes	Social Welfare Officer II/Medical Officer III, Psychologist and MDO
	1.2. Consolidation of result of interview/assessment	None	10 minutes	Social Welfare Officer II
	1.3. Provide feedback to applicant	None	5 minutes	Social Welfare Officer II
2. Fill out and sign the “Kasunduan	2.1. Prepares Training Schedule of Trainee	None	10 minutes	AA IV

" for Training	2.2. Provide feedback on training schedule to Trainee.		5 minutes	<i>Social Welfare Officer II</i>
Total processing time for Walk-In Enrolment Registration		None	3 hours	
For on-line Applicants:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Enrolment Registration Form through the link https://bit.ly-general-intake-sheet and send with attached documentary requirements	1.1. Conduct assessment on the submitted documents	None	2 ½ hours minutes	<i>Social Welfare Officer II/Medical Officer III, Psychologist and MDO</i>
	1.2. Consolidate result of documentary assessment	None	10 minutes	<i>Social Welfare Officer II</i>
	1.3. Prepare Training Schedule of Trainee	None	10 minutes	<i>AA IV</i>
	1.4. Send the "Kasunduan" of Training and Training Schedule with instructions to applicant via e-mail	None	1 minute	<i>AA IV</i>
2. Send the signed "Kasunduan" to NVRC through e-mail	3. Provide feedback to applicant	None	5 minutes	<i>Social Welfare Officer II</i>
Total processing time			2 hours and 56 minutes	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	A "Customer Feedback Form" is given by the Security Guard on duty to visitor/customer upon entry at NVRC and shall be filled up and dropped in the Suggestion Box at the Guard House upon departure from NVRC.
How feedbacks are processed	Customer Feedback Forms shall be collected on a daily basis by the Committee of Integrity Management Program. Feedbacks will be consolidated and for presentation to the Monthly General Staff Meeting. For feedbacks that are sensitive shall be forwarded to the Training Center Superintendent for immediate and appropriate action.
How to file a complaint	Complaints shall be filed in writing addressed to the IMP Committee Chairperson OF NVRC or to the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC) or to 8888.
How complaints are processed	All complaints which are under the control of the Center is acted upon immediately by providing feedback of the actions undertaken on the subject complaint of within the day.
	All complaints beyond the control of the Center is elevated to the Management of higher authority within the day for their appropriate actions.
Contact information	NVRC IMP Committee Chairperson: 0998-9572375
	ARTA: 8478-5091/8478-5093/8478-5099 CSC: 8740-8412/8749-0980/8781-5864 CCB: contactcenterngbayan.gov.ph PCC: 8736-8645/8736-8603/8736-8629

Office of the Assistant Regional Director for
Operations

Pantawid Pamilyang Pilipino Program

1 Grievance Intake and Response (4Ps)

The processes on grievance redress system

Office or Division:	Pantawid Pamilyang Pilipino Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Pantawid Pamilya Registered Active Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance Complaint		Beneficiary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Grievance Complaint	1.1 Receive GRS complaint from beneficiaries	None	5 mins	GRS Coordinator
	1.2 Data verification in the PPIS: Information of the beneficiary being complaint will be verified through PPIS	None	10 mins	GRS Coordinator
	1.3 Recording of the Grievance Complaint to GRS Offline Tracking: Grievances must be recorded on the Complaints Form and entered into the GRS Offline Tracking.	None	3 mins	GRS Coordinator
	1.4 Conduct community validation on the reported case and collateral interview: Relevant individual or body shall investigate and verify the facts of	None	5 days	GRS Coordinator

	the complaint.			
	Complaint Resolution : Once facts are established, the grievance should be resolved in line with these guidelines	None	5 days	GRS Coordinator
	1.5 Preparation of Feedback Report with recommendation based from the Policy and Procedure: Ensure the complainant and relevant stakeholders are informed of the outcome of their complaint.	None	1 hr.	GRS Coordinator
	1.6 Provide feedback to the complainant: Ensure the complainant and relevant stakeholders are informed of the outcome of their complaint	None	3 days	GRS Coordinator; City Link
Total		None	13 days, 1 hour and 18 minutes	

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 – Regional Program Management Office (RPMO)		
		The Regional Monitoring and Evaluation Officers of the RPMO (RMEOs) – 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 N/RPMO (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).	None	2 hours	<i>Regional Monitoring and Evaluation Officers (RMEOs) at the Regional Program Management Office (RPMO)</i>
	1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 mins	<i>RMEOs</i>
	1.2. Acknowledgement and assessment by the Regional Monitoring and		1 day	<i>RMEOs</i>

	<p>Evaluation Officers (RMEOs) at the RPMO.</p> <p>1.2.1. If Primary Data, endorse the request to the concerned Office/technical staff.</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>			
2. Receive requested data and fill out the client survey form	<p>2. If the data requested is identified as Public Data, the RMEOs will forward the request to the appropriate unit / technical staff 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 RMEOs 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 RMEOs.</p> <p>2.2.2. Preparation of memo endorsement to RD for approval.</p> <p>2.2.2.1. If the data request is approved, provide the data request to the client</p>	None	<p>4 hours</p> <p>1 day</p> <p>5 days</p> <p>6 hours</p> <p>4 hours</p>	<p><i>RMEOs</i></p> <p><i>RMEOs</i></p> <p><i>RMEOs</i></p> <p><i>RMEOs</i></p> <p><i>RMEOs</i></p>

	<p>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 submit a request to accomplish the client satisfaction measurement form.</p>		4 hours	<i>RMEOs</i>
	<p>2.3. If the data requested is identified as Classified Data, the request will be forwarded to the RPMO for review and evaluation. The RMEOs will provide initial comments prior to endorsing the request to the Data Protection Officer (DPO) 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 RPMO will be prepared by the RMEOs 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 RMEO from the Legal Section/Service or Concerned Technical staff.</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><i>RMEOs</i></p> <p><i>RMEOs</i></p> <p><i>RMEOs</i></p> <p><i>Legal Service/ Technical Staff</i></p> <p><i>RMEOs</i></p> <p><i>RMEOs</i></p>

	2.3.1.3. Revision of the MOA based on the Legal Service/Section's/Concerned Technical staff's comments.		4 hours	<i>RMEOs</i>
	2.3.1.4. Sharing of MOA to the client.		4 hours	<i>RMEOs</i>
	2.3.1.5. Acknowledgement of receipt of MOA approved by the client.		1 day	<i>RMEOs</i>
	2.3.1.6. Preparation of communication to client regarding MOA signing		4 hours	<i>RMEOs</i>
	2.3.1.7. Signing of MOA with the client			
	2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.		4 hours	
	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.			
	TOTAL:	None		
	Output 1: Request for Secondary Data		2 days, 6 hours and 30 mins	
	Output 2: Request for Administrative Data		6 days, 6 hours and 30 mins	
	Output 3.1 (Approved MOA):		19 days, 2hrs and 30 mins	
	Output 3.2 (Disapproved MOA):		4 days, 2hrs and 30 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients answer the Client Satisfactory Survey Form and drop it at the drop box or collected by field work staff
How feedbacks are processed	<ul style="list-style-type: none"> • All Client Satisfaction Survey Forms will be validated and recorded • Feedbacks requiring actions will be discussed to the concerned Staff and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client;
How to file a complaint	<ul style="list-style-type: none"> • Staff assigned will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • 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 letter to the client and send through preferred mode of communication/feedback
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

Promotive Services Division

1 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 – Promotive Services Division			
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,		Sustainable Livelihood Program 3 rd Floor Room 304 389 San Rafael st. Legarda Sampaloc Manila		
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 4.1</i>	None	10 minute	<i>RPMO or Field Project Development Officer</i>
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	<i>RPMO or Field Project Development Officer Walk-in Clients</i>
	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</i>	None	20 minutes	<i>Project Development Officer</i>

	<i>the provision of technical assistance and orientation as initial intervention.</i>			
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	<i>Regional Focal for Referral</i> <i>RPMO Project Development Officer</i>
4.Data Encoding	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	<i>RPMO or Field Project Development Officer And Administrative Assistant (AA)</i>
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)	<i>RPMO Project Development Officer</i>
6.Endorsement	6.1 Endorse to referral cluster for appropriate action	None	1 hour	<i>RPMO Project Development Officer</i>
	6.2 Inform the client/s on the result of the name matching: a. If client is eligible proceed to capbuild – Proceed 7.1 b. If no matched – NTHU 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</i>	None	1 day	<i>Field PDO, IPDO and MPDO</i>

	<i>Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i>			
	6.3 Administer the Livelihood Assessment Form (LAF) If eligible proceed to 7.1 If not eligible refer to other institution	None	1 day	<i>PDO Partnership Officers</i>
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	<i>Field Project Development Officer</i>
8. Identification and Proposal Preparation	8.1 Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		<i>Program Participants</i>
	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	<i>Provincial Coordinator RPMO Project Development Officers Regional Review Committee (RRC)</i>
9. Resource Mobilization	9.1 Prepare project proposals for fund processing. <i>The proposal has been approved by the RD, then</i>	None	2 days	<i>Regional Monitoring and Evaluation for Finance (RMEF)</i>

	<i>forwarded to FMD</i>			
	9.2 Prepare Obligation Report	None	2 days	<i>Budget Officer/ SLP Mainstreamed Staff</i>
	9.3 Prepare/process voucher	None	3 days	<i>Accountant/ Mainstream Staff</i>
	9.4 Monitor the issuance of the approved check for disbursement.	None	1 day	<i>Cashier /Mainstreamed Staff</i>
	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	<i>Field Project Development Officer</i>
	9.6 Release of livelihood assistance grants		1 day	<i>Regional Cashier</i>
TOTAL		None	20 days, 7 hours and 10 minutes	

2 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		Sustainable Livelihood Program 3 rd Floor Room 304 389 San Rafael st. Legarda Sampaloc Manila		
Regional Program Management Office (RPMO) Level				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING 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 Cluster Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i>	Non e	10 Minute s	Grievance Referral Management Officer (GRMO)
	1.1. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minute s	GRMO Complainant
	1.2. 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 minute s	GRMO Complainant
	1.3. Grievances are assessed and sorted based on the validity/gravity.		30 minute s	Regional Program Coordinator

	Ensure accomplished forms. Prepare letter of acknowledgement. Encoding to Database the deployment of Fact-Finding Team.			Grievance Referral Management Officer (GRMO)
	1.4. Non-Cognizable Grievance (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.		7 days	Fact Finding Team
	1.5. For Cognizable Grievance- Major Grievance (Highly Technical Transactions) The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance. For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.		20 days	SLP Regional Grievance Management Committee (RGMC)
	1.6. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP		4 days	SLP Regional Grievance Management Committee (RGMC)
	1.7. 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
	1.8. 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)

	1.9. Provide feedback to the complainant on the action taken		1 day	Grievance Referral Management Officer (GRMO)
	1.10. 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)
	1.11. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 day	RGMO
	1.12. SLP RGMC gathered information/documentation for submission to the Office of the Secretary			FO RGMC/ AG-AC/ Management
	1.13. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines			FO RGMC/ AG-AC/ Management
	1.14. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission LGU Employees - Endorse to the Local Government Unit – Local Chief Executives			FO RGMC/ AG-AC/ Management
	1.15. 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
	1.16. 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

	1.17. Issuance of Resolution based on the decision by the authority		1 day	(GRMO)
	1.18. 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)
	1.19. 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 (Cluster Level for NCR)				
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	Provincial Grievance Management Officer (PGMO)
	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		30 minutes	PGMO

	verification Encoding to Database			
	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, 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	11 minutes	FPDO
	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		20 minutes	FPDO Complainant

	intervention			
	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	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients answer the Client Satisfactory Survey Form and drop it at the drop box or collected by the PDO II during the conduct of pay-outs
How feedbacks are processed	<ul style="list-style-type: none"> • All Client Satisfaction Survey Forms will be validated and recorded by the cluster M & Es and reported to the RMEO • Feedbacks requiring actions will be discussed to the concerned Staff and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the SLP-NCR through landline 83102135 loc.303 or email at livelihood.foncr@dswd.gov.ph
How to file a complaint	<ul style="list-style-type: none"> • PDO assigned will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.
How complaints are processed	<ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • 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 letter to the client and send through preferred mode of communication/feedback
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

Disaster Response and Management Division

1 Processing of Relief Augmentation Request

To provide a system of receiving, recording, approving, and determining the requirements for a request for resource augmentation from the Local Government Units (LGUs) in response to the needs of families affected by disasters and other incidents.

To ensure that management and mobilization of food and non-food items (FNFI) are done in an effective, efficient, timely, and coordinated manner.

OFFICE/ DIVISION	Disaster Response Management Division (DRMD)				
CLASSIFICATION	Simple				
TYPE OF TRANSACTION	G2G – Government to Government				
WHO MAY AVAIL	Local Government Units				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Original Copy of Request Letter			LGU		
2. Certified List of Disaster-Affected Beneficiaries			M/CSWDO		
3. Valid Government Issued ID of the Requesting Party (Original with 1 Photocopy)			SSS, GSIS, UMID, PhilHealth ID, LTO Driver's License, PRC ID, Voter's ID, Philippine Postal ID, Philippine Passport, Other government-issued ID		
Authorized Representative:					
5. Original Copy of Authorization Letter			LGU		
6. Valid Government Issued ID of the Authorized Representative (Original with 1 Photocopy)			SSS, GSIS, UMID, PhilHealth ID, LTO Driver's License, PRC ID, Voter's ID, Philippine Postal ID, Philippine Passport, Other government-issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Submit a request letter to Field Office through DRMD with any of the following attachments: a) Situational Report b) Assessment Report	1.1 Receive the request letter, logs the document/s, and endorses the LGU request to DRMD Chief	None	5 minutes	DRMD Administrative Staff	
	1.2 Review the request and endorses the same to DRRS Head	None	10 minutes	DRMD Chief	

c) Disaster Incident Report	1.3 Review, validate, and assess the request by the concerned Section Head through the LDRMC of requesting LGU, or through review of the following reports, if available: a) Latest DROMIC Report b) RDANA Report	None	2 hours	<i>DRRS Head</i>
	1.4 Coordinate with the Warehouse Staff on the availability of FNFI Resources for augmentation to LGUs, and determine other logistical requirements	None	30 minutes	<i>Warehouse Staff</i>
	1.5 If FNFI are not available, prepare a Request Letter for Augmentation of FNFI Resources to OUSDRMG, attention to DRMB	None	30 minutes	<i>DRRS Head</i>
	1.6 Prepare RIS/IF and response letter to LGUs	None	1 hour	<i>DRSS Head</i>

	1.7 Review all documents; provide recommendation; affix initials on applicable documents	None	1 hour	<i>DRMD Chief</i>
	1.8 Review all documents and provide recommendations; sign and put initials on applicable documents	None	1 hour	<i>Assistant Regional Director for Operations (ARDO)</i>
	1.9 Review all documents for approval/disapproval	None	1 hour	<i>Regional Director (RD)</i>
	1.10 Send Response Letter to requesting LGU through DRMD Administrative Staff; and forward RIS/IF, Assessment Report, and LGU Request Letter to Warehouse Staff for release of goods	None	1 hour	<i>DRMD Chief</i>
	1.11 Facilitate the following: a) Coordination with LGUs on the schedule of delivery/hauling of goods from	None	2 hours	<i>DRRS Head/ Staff</i>

	DSWD Warehouse to LGU; b) Facilitate preparation and signature of Delivery Receipt; and c) Facilitate the release of goods to LGUs and ensure that receipts of RIS/IF and Delivery are signed by requesting LGU			
	1.12 Submit any of the following: a) Summary Report b) Feedback Report c) Signed RIS d) FNFI Augmentation and Delivery Report	None	1 hour	<i>DRMD Staff</i>
	Total	None	11 hours and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Client shall be given a feedback form upon completion of the service requested.</p> <p>The client drops the accomplished form at the designated drop box or email it directly at drmd.foncr@dswd.gov.ph.</p> <p>Contact Information:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
How feedbacks are processed	<p>Every Friday, the focal person shall consolidate and record all submitted feedback and shall be then endorse to the OIC Division Chief and the FO Management.</p> <p>For feedback requiring response, the focal person shall draft a reply and submit it to the OIC Division Chief and FO Management for review and approval. Finalized response shall be relayed to the client.</p> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
How to file a complaint	<p>Complaints can be filed via email drmd.foncr@dswd.gov.ph with the following information:</p> <ul style="list-style-type: none"> - Name and contact information of the complainant - Name of person being complained - Incident - Evidence <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
How complaints are processed	<p>The focal person shall monitor and evaluate incoming complaints on a daily basis.</p> <p>Upon evaluation, investigation shall commence – the focal person will then draft a report and submit it to the OIC Division Chief and FO Management for review and approval. Finalized response shall be relayed to the client.</p> <p>For queries and follow-ups, contact the following:</p> <ul style="list-style-type: none"> - drmd.foncr@dswd.gov.ph - 8-733-0010 loc.117
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph (8-478-5093)</p> <p>PCC: pcc@malacanang.gov.ph (8888)</p> <p>CCB: email@contactcenterngbayan.gov.ph (0908-881-6565)</p>

Policy and Plans Division

1 Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request – to determine if a household is in the Listahanan database and its 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.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant III</i>
	1.2 Endorse request to the Project Development Officer (PDO).			
	1.3 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 15, s.2021. End of process. <i>If valid –</i> Forward the request to the 	None	10 minutes	<i>Project Development Officer</i>

	Information Technology Officer for matching			
	Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.			
	1.4 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	Information Technology Officer
	1.5 Review and archive result.	None	5 minutes	Information Technology Officer
	1.6 Endorse result to the PDO			
2 Receive Name Matching Result and fill up CSMS Form	2 Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	Project Development Officer
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.			
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) 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 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.	1.1 Receive and record the request in the document transaction/ tracking system. 1.2 Forward request to the NHTO Operations Division/Project Development Officer for review.	None	5 minutes	<i>Administrative Assistant</i>

	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.			
	1.3 Input comments, review, and recommend if the request is for processing or not then endorse to the NHTO Director/NHTS Regional Director	None	2 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	1.4 Review and decide if the request is for approval/disapproval then inform the assigned Project Development Officer	None	2 hours	<i>NHTO Director/ NHTS Regional Director</i>
	1.5 Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 15 s.2021 <ul style="list-style-type: none"> • If approved- the inspection meeting will be scheduled including preparation of documentary requirements for submission. • If disapproved- Inform the requesting party of the disapproval 	None	10 mi 11 nutes	<i>Project Development Officer</i>
2. Requesting Party will attend the scheduled orientation with the NHTO ACBS/NHTS	2.1 Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy	None	2 hours	<i>NHTO Advocacy and Capacity Building Section (ACBS)/ NHTS Inspection Team</i>

Inspection Team.	Act. 2.2. Hand-over of the copy of the law, its IRR and the issuances of the NPC			
3 Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/NHTS	3.1 Review all submitted documentary requirements including MOA submitted by the requesting party. 3.2 Make a schedule with the requesting party on the inspection Meeting	None	2 hours	<i>Project Development Officer</i> <i>Information Technology Officer</i>
4 Requesting party will present their IT facilities to the NHTO/ NHTS Inspection Team.	4.1 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 <p>*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference</p>	None	1 day	NHTO IT Inspection Team/ NHTS Inspection Team
	4.2 Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.	None	35 minutes	<i>NHTO Director/ RFC</i>
	4.3 Assess the MOA, its purpose, and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>
	4.4 Review and sign the MOA. The signed MOA will be endorsed to the	None	3 days	DSWD Office of the Secretary/ <i>Regional Director</i>

	NHTO for data processing.			
	<p>4.5 The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.</p> <ul style="list-style-type: none"> If not in accordance with the required template- inform the requesting party for revision <p>If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results</p>	None	1 hour	<i>Information Technology Officer</i>
	4.6 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)	<i>Information Technology Officer</i>
	4.7 Review result of name matching	None	3 days	<i>NHTO QMS/ NHTS Information Technology Officer</i>
	<p>4.8 Secure the data by adding password protection to the file.</p> <p>4.9 Prepare 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 	None	1 hour	<i>Information Technology Officer</i>

	requesting party			
	4.10 Counter sign in the DRF.			<i>NHTO DPS Head and QMS Head/ NHTS Section Head/ PDO</i>
	4.11 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.			<i>NHTO IT Division Chief/ NHTS PDO</i>
	4.12 Sign the memo/ endorsement letter.	None	1 hour	<i>NHTO Director/ NHTS Regional Director</i>
	4.13 Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
5 Call NHTO/ NHTS Office	5 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>
6 Submit Listahanan Data Utilization/ Feedback Report	6 The assigned Project Development Officer will follow up the feedback report from the end-user to ensure its compliance stated in the accomplished MOA.	None	1 months upon receipt	<i>Project Development 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		WHERE TO SECURE		
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 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. Endorse the letter of request with attached e-copy of the data requirements to NHTO/ NHTS.	1.1 Receive and record the request in the document transaction/ tracking system. 1.2 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	None	5 minutes	<i>Administrative Assistant</i>

	of release of the results.			
	1.3 Forward request to the NHTO Operations Division/Project Development Officer for review			
	1.4 Input comments, review, and recommend if the request is for processing or not then endorse to the NHTO Director/NHTS Regional Director	None	4 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	1.5 Review and decide if the request is for approval/disapproval then inform the assigned Project Development Officer	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
	1.6 Inform the client on the approval or disapproval of the data request base on the DSWD MC 15, s.2021 <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including preparation of documentary requirements for submission. • If disapproved- Inform the requesting party of the disapproval. End of process. 	None	30 minutes	<i>Project Development Officer</i>
5. Requesting Party will attend the scheduled orientation with the	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 (ACBS)/NHTS Listahanan</i>

NHTO ACBS/ NHTS Inspection Team.	<ul style="list-style-type: none"> The Requesting Party will attend the scheduled orientation with the NHTO ACBS/NHTS Listahanan Inspection Team. 			<i>Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/ NHTS for review on completeness	<p>6.1 Review all documentary requirements including MOA submitted by the requesting party.</p> <p>6.2 Make a schedule with the requesting party on the inspection meeting</p>	None	2 hours	<p><i>NHTO ACBS/NHTS Listahanan Inspection Team</i></p> <p><i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i></p>
7. Requesting party will present their IT facilities to the NHTO Inspection Team.	<p>7.1 Requesting party will present their IT facilities to the Inspection Team.</p> <ul style="list-style-type: none"> The IT Inspection Team will inspect the IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification). 	None	1 day	<i>IT Inspection Team</i>
	7.2 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>
	7.3 Assess the MOA, its purpose, and attachments. Once approved, the MOA will endorse to the DSWD	None	1 day	<i>DSWD Data Protection Officer</i>

Secretary/NHTS Regional
Director.

7.4 Review and sign the MOA. The signed MOA will be endorsed to the NHTO (Central Office) or NHTS (Field Offices) for data processing.

None3 days

*DSWD Office of the
Secretary Central
Office/ NHTS
Regional Director*

7.5 Process the request.

None

3 days

*Information
Technology Officer*

7.6 Review result of the data generation

None

1 day

NHTO Quality
Management
Section (QMS)/
NHTS Information
Technology Officer

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

7.8 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

None

1 day

Information
Technology Officer

7.9 Counter sign in the DRF.

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

7.10
Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the

NHTO IT Division
Chief/ NHTS PDO

	Administrative unit.			
	7.11 Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
8 Call NHTO/NHTS for retrieval of password upon receipt of the result.	8 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	<i>Information Technology Officer</i>
9 Submit Listahanan Data Utilization/ Feedback Report	9 The assigned Project Development Officer will follow up the feedback report from the end-user to ensure its compliance stated in the accomplished MOA.	None	2 months upon receipt	<i>Project Development Officer</i>
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> .	1.1 Receive and record the request in the document Transaction/ tracking system.	None	10 minutes	<i>Administrative Assistant</i>
	1.2 Forward the request to the NHTO Director/ NHTS PPD Chief.			
	1.3 Review, input comments and approval in the request based on MC 15 s.2021 then endorse to the NHTO Statistics Section/ NHTS RFC	None	5 hours	<i>NHTO Director/ NHTS PPD Chief</i>
	1.4 Review the request, if the request is: a. <i>Not clear</i> – In case of vague data request, will coordinate with	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	<p>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>			
	<p>1.5 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>1.6 Draft reply letter/ memorandum</p> <p>1.7 Submit to the NHTO Head Statistician/ NHTS RFC</p>	None	1 day	<i>Associate Statisticians</i>
	1.8 Review generated statistical/ raw data. If the statistical/ raw	None	5 hours	<i>NHTO Head Statistician / NHTS RFC</i>

	<p>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>			
	<p>1.9 Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.</p>	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>1.10 Further review the facilitated data request for approval to release. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – Return the</p>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

	<p>facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>			
2 Receive the data requested	<p>2 Facilitate the release of the <i>approved</i> data request to the requesting party.</p> <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines. 	None	10 minutes	<p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p>
3 Submit Listahanan Data Utilization/ Feedback Report	<p>3 The assigned Project Development Officer will follow up the feedback report from the end-user to ensure its compliance stated in the accomplished MOA.</p>	None	1 months upon receipt	<i>Project Development Officer</i>
Total:		None	4 days, 1 hour, 20 minutes	

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	<p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>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/</p>

5 Issuance of National Solicitation Permit / Certificate of Authority to Conduct Fund Raising Campaign to Person, Corporation, Organization or Association in Normal Situation

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 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 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.
<div>CHECKLIST OF REQUIREMENTS<div>WHERE TO SECURE</div></div>	
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- Field Office NCR - STANDARDS SECTION (Room 204) 389 San Rafael cor. Legarda St. Sampaloc Manila• https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <div>Annex 2. DSWD-SB-PSF-001: Application Form</div>

<p>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</p> <p><i>*Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA</i></p>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City. Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
<p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government agencies that has jurisdiction to regulate the applicant organization or agency.</p> <p><i>*Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA</i></p>	<ul style="list-style-type: none"> Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City. Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
<p>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 details of the methodology to be used.</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 5. DSWD-SB-PSF-003: Project Proposal</p>
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.</p> <p><i>*Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA</i></p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf <p>Annex 6. DSWD-SB-PSF-004: Profile of Governing Board</p>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><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></p>	<ul style="list-style-type: none"> From the applicant signed by the intended beneficiary/recipients or its head/authorized representative.
<p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.</p>	<ul style="list-style-type: none"> From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility.
<p>8. Endorsement or Certification from any but not limited to the following</p>	<ul style="list-style-type: none"> From the Agency that allow applicant to undertake solicitation activities in their

agencies that allow/s applicant to undertake solicitation activities in their agency 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 of authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others	jurisdiction.
9. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's record 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 LSWDO 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 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 fund utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
13. Fund Utilization Report (Annex 12) of proceeds and expenditures	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
14. Official Receipt as proof of payment of processing fee issued by	<ul style="list-style-type: none"> From the applicant as issued by the concerned Field Office

the concerned DSWD-FO Finance Management Service/Unit (FMS/U)	
15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.

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
1. Secure application form thru the DSWD Website or from the Field Office	1. Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff – Standards Section DSWD Field Office
2. Payment of Processing Fee	2. Receive payment for the required processing fee and issue official receipt (OR)	Php 1,000.00	*10 minutes	Receiving Staff – Cash Division Finance Service Unit DSWD Field Office
3. Submit/file application documents	<p>If Complete and Compliant:</p> <p>3.1a Receive the documentary requirements and provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System.</p> <p>If found incomplete or non-compliant,</p>	None	*15 minutes	Focal Person – Standards Section DSWD Field Office

	<p>3.1 b Communicate with the applicant citing reason/s for non- processing and denial.</p> <p>3.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.</p>	None	3 days	Focal Person – Standards Section DSWD Field Office
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
4 Wait for the result of the assessment	<p>4.1 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>	None	7 days	Focal Person – Standards Section DSWD Field Office/Section Head/Division Chief/Regional Director DSWD Field Office Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau
	<p>4.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising and endorsed the same to the Undersecretary concerned for recommending her approval</p>	None	2 days, 6 hours and 30 minutes	
	<p>4.3 Endorse application</p>	None	1 day	DSWD – Central Office Assistant

	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 Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			<i>Secretary</i>
4.4	Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation of approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval	None	1 day	<i>Undersecretary</i>
4.5	Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her	None	2 days	<i>DSWD Secretary or Authorized Representative</i>

	authorized representative. Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			
	If disapproved to requirements: 1.1 Call the attention of the concerned DSWD Field Office and communicate citing reasons for non-processing and denial.	None	3 days	Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director – Standards Bureau DSWD Central Office
5 Issuance of Permit	5.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter 5.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter 5.3 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.	None	1 Hour and 30 minutes	Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director – Standards Bureau DSWD Central Office
Complete and Compliant: TOTAL		P 1,000.00	14 working days *The number of	

		minutes shall be included on the total 14 working days.	
Complete but Non-Compliant and/or Incomplete Submission:	P 1,000.00	Three (3) days	
Incomplete Submission:	None	30 minutes	

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

6 Issuance Of Regional Solicitation Permit/ Certificate Authority To Conduct Fund Raising Campaign To Person, Corporation, Organization Or Association In Normal Situation

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 NCR
Classification:	Complex Transaction
Type of Transaction:	<ul style="list-style-type: none">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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 2 - DSWD-SB-PSF-001: 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 5. DSWD-SB-PSF-003: Project Proposal
3. 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</i>	<ul style="list-style-type: none">Applicant

<i>the document in behalf of the child.</i>	
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 record section	<ul style="list-style-type: none"> • Applicant
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO 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"> • Applicant
7. Pledge of Commitment for Individuals (Annex 11)	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment
8. 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-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report
9. Official Receipt as proof of payment of processing fee issued by the concerned DSWD-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> • Applicant
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 2 - DSWD-SB-PSF-001: 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 5. DSWD-SB-PSF-003: Project Proposal</p>
3. 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"> • 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 12 - DSWD-SB-PSF-010: Fund</p>

	Utilization Report
7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none"> Applicant
8. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> Concerned LGU where the applicant is based.
C. For Non- Stock, Non-Profit Corporations, Organizations or Associations	
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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 1 - DSWD-SB-PSF-001: 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. 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
4. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the abovementioned regulatory government agency that has jurisdiction to regulate the applying organization or agency.	<ul style="list-style-type: none"> Applicant

5. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board
6. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 10 - DSWD-SB-PSF-008: Board Resolution
7. 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
8. Pledge of Commitment	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
9. 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: 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	<ul style="list-style-type: none"> • Applicant

<p>Local Government Unit (LGU)</p> <p>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>f. Others</p>	
<p>10. Fund Utilization Report of proceeds and expenditures</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<p>11. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p>	<ul style="list-style-type: none"> • Applicant

i. Rummage sale, garage sale, sale of goods and other similar forms	
12. 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
13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 1 - DSWD-SB-PSF-001: 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p>
3. 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
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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund</p>

	Utilization Report
<p>5. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	<ul style="list-style-type: none"> • Applicant
<p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p>	<ul style="list-style-type: none"> • Applicant
E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation	
<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-formsdownloads-public-solicitation-forms/ or;

	https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 1 - DSWD-SB-PSF-001: Application Form
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4. 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>	• Applicant
5. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility	• Applicant
6. Fund Utilization Report of proceeds and expenditures	• https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or , https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
7. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms	• Applicant

<p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelops, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>				
<p>8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p>		<ul style="list-style-type: none">• Applicant		
<p>9. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>		<ul style="list-style-type: none">• Concerned LGU where the applicant is based.		
<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 based on DSWD Memorandum Circular No. 05 Series of 2021.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field</p>				

Office					
1	Submit Application	<p>1.1 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</p> <p>1.2 a If complete, forward application documents to the Standards Section Support Staff, for tracking</p> <p>1.2b 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</p>	None	2 Hours	<i>Standards Section Technical Staff</i>
2	Receives reference number for tracking	<p>2.1 Receives application documents and logs its receipt into the document tracking system</p> <p>2.2 Provides the applicant with document reference number for easy tracking either in person, courier or e-mail.</p>	None	1 hour	<i>Standards Section Support Staff</i>

	<p>2.3 Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office</p> <p>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</p>			
3 Proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of Php500.00	3Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section	Php 500.00	1 hour	<i>Cash Section Cashier/ Support Staff</i>
4 Submit OR to Standards Section	<p>4.1 Receives photocopy of the official receipt for the processing fee and attached the same to the application documents</p> <p>4.2 Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section</p>	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				
5. Waiting for the result of the application	5.1 Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff 5.2 Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action 5.3 Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit	None	4 hours	Section Head
	5.4 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 Conforme Letter and endorse the same to the Section Head for review.</i> <i>If found non-eligible, noncompliant or both,</i>	None	1 and ½ days	Technical Staff Standards Section

	<p><i>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>5.6 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>		1 day	<p><i>Section Head</i></p> <p><i>Standards Section</i></p>
	<p>5.7 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>		1 hour	<p><i>Concerned Division Chief</i></p> <p><i>Support Staff</i></p>
			1 day	<p><i>Division Chief</i></p> <p><i>Concerned Division</i></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></p> <p><i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i></p>		30 minute	Office of the Regional Director Support Staff
	<p>5.8 Logs its receipt to the Document Tracking System</p> <p>5.9 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>If found in-order, endorsed the same to the Office of the Regional Director for approval and</p>		1 and 1/2 Days	Regional Director DSWD Field Office

	<p>signature</p> <p>If found not in-order, return the same to the Standards Section for proper action</p> <p>5.10 Logs its receipt to the Document Tracking System</p> <p>5.11 Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director</p> <p>5.12 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>			
	<p><i>If found not in order, return the same to the Standards Section through the concerned Division</i></p>			

Chief for appropriate action

5.13 Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System

5.14 Endorse the same to the Standards Section Head, for further instructions

5.15 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

5.16 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

5.17 Issue and e-mail the approved Solicitation

	Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant 5.18 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 5.19 Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division			
Step 6: Receipt of the signed and approved Solicitation Permit	6.1 Issuance of the Solicitation Permit to the successful applicant 6.2 Acknowledge/ receives signed and approved Solicitation Permit and sign Conforme Letter 6.3 Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office	None	10 minutes	<i>Standards Section Technical/ Support Staff</i> <i>Applicant</i>
Total No. of Days		Seven (7) working days		
Complete but Non-Compliant and/or Incomplete Submission:		Php 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.**

7 Issuance of Regional Temporary Solicitation Permit/Certificate of Authority To Conduct Fund Raising Campaign To Person, Corporation, Organization Or Association 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 NCR		
Classification:	Complex Transaction		
Type of Transaction:	<ul style="list-style-type: none">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		
<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 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 1 - DSWD-SB-PSF-001: 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf 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-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking		
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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
<p>5. Additional Requirements for Persons</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</p>	<ul style="list-style-type: none"> • Applicant
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
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
B. For Person/s representing an unorganized/unregistered group	
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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 1 - DSWD-SB-PSF-001: 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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
5. Additional Requirements for Persons representing an informal/unorganized group a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicants 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
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
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
C. For Corporations, Organizations or Associations including SWDAs and Religious Organization	
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-formsdownloads-public solicitation forms/ or;

	https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 1 - DSWD-SB-PSF-001: 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-formsdownloads-public-solicitation-forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf 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-formsdownloads-public-solicitation-forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
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-formsdownloads-public-solicitation-forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. 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	<ul style="list-style-type: none"> • Applicant

<p>similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p>	
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
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> • Concerned LGU where the applicant is based.
D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds	
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-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 1 - DSWD-SB-PSF-001: 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-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf

	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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 7 - DSWD-SB-PSF-006: Undertaking
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-formsdownloads-public solicitation forms/ or, https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. Sample of additional specific requirements for each methodology to be used, such as: <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 	<ul style="list-style-type: none"> • Applicant

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				
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant		• 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 for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
1 Submission of Application	<p>1.1 Determine whether the submitted documents are complete.</p> <p>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.</p> <p>1.2 Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>1.3. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p>If incomplete, return</p>	Php 500.00	30 minutes	Support Staff – Standards Section DSWD Field Office

	all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
2 Awaits the result of Assessment	<p>2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p>May conduct validation activities, collateral interview and/or agency visit, if necessary.</p> <p>If found compliant to eligibility and documentary requirements</p> <p>2.2a Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2.3a Sign and endorse the assessment report, complete application documents and</p>	None	4 hours	NFRC Focal Person – Standards Section – DSWD Field Office

	Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
	Step 2b – If found noncompliant to eligibility and documentary requirements 2.2b Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking requirements.		2 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
	2.3b Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non- compliance and/or submit lacking requirements.		3 hours	<i>Standards Section Head/ Division Chief/Regional Director</i>
4 Awaits the result of application	4.1 Review and Sign assessment report with complete application documents 4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign	None	3 hours	<i>Standards Section Head</i>

	4.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
5 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>
6 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>
7 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:		Php 500.00	Two (2) working days	
Complete but Non-Compliant and/or		Php	6 hours	

Incomplete Submission:		500.00		
Incomplete Submission:		None	30 minutes	
B. Processing Procedures of Applications submitted at Field Office through Mail/Courier				
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.	1 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.				
2 Awaits the result of Assessment	2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary. Step 2a – If found compliant to eligibility and documentary	None	4 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>

	requirements 2.2a Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2.3 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			
	If found non-compliant to eligibility and documentary requirements 2.2b Return application documents to the applicant with a letter	None	2 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>

	citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking requirements.			
	2.3b Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking requirements.	None	3 hours	<i>Standards Section Head/ Division Chief/Regional Director</i>
3 Awaits the result of application	<p>3.1 Review and Sign assessment report with complete application documents</p> <p>3.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>3.3 Endorse to the Office of the Division Chief Supervising the Standards Section</p>	None	3 hours	<i>Standards Section Head</i>
4 Awaits the result of	4.1 Review and Sign	None	3 hours	<i>Division Chief</i>

application	<p>assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.2 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</p>			
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>
6 Receive the Certificate	Release/transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to	None	30 minutes	<i>Standards Section – DSWD Field Office</i>

	the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds			
TOTAL Complete and Compliant:		Php 500.00	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission:		Php 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

8 Registration of Private Social Welfare and Development Agencies (SWDAs)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	DSWD Field Office – Standards Section (Covering the area of operation if operating only in one (1) region)
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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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"> https://www.dswd.gov.ph/downloads-2/Annex 1. DSWD-RLA-F001 Application Form for Registration
2. One (1) 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	<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) 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 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation

<ul style="list-style-type: none"> • 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/ <i>Annex 5. DSWD-RLA-F005 Brochure</i> • https://www.dswd.gov.ph/downloads-2/ <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i> 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1 Secure application form thru the DSWD Website/ Standards Bureau	1. Provides client application form, and checklist of requirements	None	*20 minutes	Officer of the Day- Standards Section
2 Payment Processing	2.1 Prepare Billing Statement and instructs applicant to proceed to the Cash Section for payment.	None	*5 minutes	Support Staff- Standards Section
	2.2 Process payment and issues Official Receipt.	₱1,000.00	*10 minutes	Cash Section Support Staff of Standards Section Support Staff in charge of all incoming documents
3 Submit/ file and application supporting documents.	3.1 If Complete and Compliant: <ol style="list-style-type: none"> 1. Receive the application documents and log the receipt of application documents into the Document Tracking System (DTS); 2. Officer of the day initially review completeness 		1 day	Support Staff, Standards Section Head, Assigned Technical Staff

	of documents and provide Technical Assistance if necessary; 3. Assign the application document to one of the technical staff 3.2 If incomplete and non-Compliant: 2. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			
<i>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.</i>				
4 Wait for the result of assessment.	4.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. Applicant has employed a	None	2 working days	Technical Staff Standards Section-Field Office

	<p>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>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)</p>			
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	<p>years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>4.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.</p>			
	4.3 Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ PPD-Division Chief
	4.4 Approval and Signing of Registration Certificate	None	1 working day	Regional Director
5 Receive the Certificate and	5. Send the Confirmation	None	1 working day	Support Staff in-charge of

confirmation letter.	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)		(depending on the choice of the applicant)	<i>outgoing documents</i> (Standards Bureau-Central Office/ Standards Section- Field Office)
TOTAL			7 working days	
For Complete and Compliant:		₱1,000.00		
For Incomplete Submission:		None	20 minutes	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1 Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	1.1 Log receipt into the Document Tracking System (DTS) for Standards Bureau. 1.2 Assign the application document to one of the technical staff	None	*10 minutes	<i>Support Staff/ Section Head (Standards Section)</i>
2 Wait for the result of assessment.	2.1 Review the submitted documents as to completeness and compliance. The submitted complete documents must satisfy the following Criteria: i. Applicant must be engaged mainly	None	3 working days	<i>Technical Staff Standards Section- Field Office</i>

	<p>or generally in Social Welfare and Development Activities.</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> <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</p>			
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	<p>all social development and/or welfare activities it implements.</p> <p>Note: Criteria ii, iii and v are only applicable for those organizations that are already in operation prior to application for Registration.</p> <p>2.2 If found incomplete or non-compliant, draft an Acknowledgement Letter containing the checklist of requirements to be secured or accomplished. This shall be signed by the Regional Director and shall be sent to the applicant agency together with all the documents submitted.</p>			
3 Settle the required processing fee.	<p>3. If found compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>1. Inform the applicant organization that the processing of the application shall start once</p>	₱1,000.00	*10 minutes	Technical Staff and Support Staff Standards Section- Field Office)

	they have paid the required fees and provided the Standards Bureau the copy of the Official Receipt. Note: The processes shall only take place once the applicant organization settle its payment.			
4 Provide the DSWD Standards Section the copy of the Official Receipt (OR)	4.1 Acknowledge the copy of Official Receipt from the Organization.	None	*10 Minutes	Support Staff in-charge of incoming documents / Standards Section- Field Office
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.				
5 Wait on the result of assessment.	5.1 Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	2 working days	Technical Staff/ Section Head/ Division Chief/ Bureau Director
	5.2 Approval and Signing of Registration Certificate	None	2 working day	Undersecretary Supervising the Standards Bureau (Central Office)/ Regional Director (Field Office)
6 Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for	None	1 working day (depending on the choice of the	Support Staff in-charge of outgoing documents (Standards Bureau-Central

	release through various means per preference indicated in the application form. (direct pick-up or courier)		applicant)	Office/ Standards Section- Field Office)
TOTAL			7 working days	
For Complete and Compliant:		₱1,000.00		
For Incomplete Submission:		None	3 working days	

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

9 Licensing of Private Social Welfare and Development Agencies

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

Office or Division:	Standards Section		
Classification	Highly Technical		
Type of Transaction	Government to Client (G2C)		
Who may avail	ALL Private SWDAs Intending to Operate		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 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: 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 b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others c. Profile of Board of Trustees d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy) 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 f. Work and Financial Plan for the two (2) succeeding years		<ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employeeshttps://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operationhttps://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing BoardSecurities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307Board resolution by the Organization https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan	

3. ADDITIONAL REQUIREMENTS

Basic Documents

1. For those operating in more than one region

a. List of main and satellite/branch offices with contact details, if any

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

2For 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.

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)

<https://www.dswd.gov.ph/downloads-2/> Annex 7. DSWD-RLA-F007 List of Main and Satellite Office

- 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. DSWD-RLA-F022 Profile of Employees

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

- City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer

b. Fire Safety Inspection Certificate 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 5. 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"> 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
Assessment Procedures for Walk-in Applicants				
1 Secure application form thru the DSWD Website/ Standards Section	1 Provides client application form, and checklist of requirements and technical assistance	None	*10 minutes	<i>Officer of the Day/ Standards Section</i>
2 Submit/ file application and supporting documents.	2.1 Officer of the day initially review completeness of documents and provide Technical Assistance if necessary 2.2 A If complete documents, Receive application documents and	None	*20 minutes	Officer of the day (Standards Section-Field Office) <i>Support Staff in charge of all incoming documents</i> Standards Section-

	log the receipt of application documents into the Document Tracking System (DTS) for Standards Section 2.3 Assign the application document to one of the technical staff 2.2b If incomplete and not compliant, Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.			Field Office
3 If Complete, Settle the required processing fee.	3.1 Prepare Billing Statement and instruct applicant to proceed to the Cashier Section	None	10 minutes	Support staff (Standards Section)
	3.2 Process payment and issues Official Receipt.	P1000	5 minutes	Cashier Section
4 Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	4 Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*5 Minutes	Support staff (Standards Section)
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.				
5 Wait for the result of the documents review and notice of validation	5.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete	None	5 working days	Technical Staff (Standards Section-Field Office)

assessment	<p>documents must satisfy the following Criteria:</p> <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. 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 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. 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 thirty percent (30%) of the funds are disbursed for administrative services. v. The SWDA must have a financial capacity to operate for at least two (2) years. vi. Applicant keeps 			
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	<p>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>If complete and compliant</p> <p>5.2.a Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>If found with for compliance,</p> <p>5.2b 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>			
	5.3 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)
6 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)
7 Assist the Assessor during the conduct of	Conduct of Validation visit	None	1-2 working days per agreed schedule (depending on the	<i>Technical Staff</i> Standards Section-Field Office

Validation visit.			program coverage)	
8 Awaits the result of the licensing assessment	<p>8.1 Prepare Confirmation Report</p> <p>8.1.a If favourable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>8.1.b If not favourable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	5 working days	<i>Technical Staff / Standards Section-Field Office</i>
	<p>8.2 If favourable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>8.3 If unfavourable, review and approval of the Confirmation Report.</p>	None	20. working days	<i>Section Head/Division Chief/</i> <i>Regional Director (Standards Section-Field Office)</i>
	<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 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>		<p>6. working days</p> <p>1 working day (depending on the choice of the applicant)</p>	<i>Regional Director (Standards Section-Field Office)</i> <i>Support Staff Standards Section-Field Office</i>
TOTAL				

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3 Settle the required processing fee.	3.1 Notify the Applicant (both with complete and incomplete application documents) Organization that they have to settle their processing fee to the Cashier Section of DSWD Field Office NCR located at Ground Floor. 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. Note: The processes shall only take place once the applicant organization settles its payment.	₱1,000.00	1 day	<i>Technical Staff and Support Staff</i> Standards Section- Field Office
4 Provide the DSWD Standards Section the copy of the Official Receipt (OR)	1. Acknowledge/Receive the copy of Official Receipt from the SWDA.	None	*15 Minutes	Support Staff in charge of incoming documents Standards Section- Field Office SWDA
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.				
Follow Step 5 to Step 8 of licensing process under walk-in applicants				
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	20 working days	

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

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

• Public Social Work Agencies with Center-Based Programs and Services

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

Office or Division:	Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office Standards Section – DSWD Field Office
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	ALL Public SWAs with Center-Based Programs and Services (Residential and Non-Residential)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished and Notarized Application Form 	<ul style="list-style-type: none"> STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation
<ul style="list-style-type: none"> Self- assessment 	<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service For Community Based Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
<ul style="list-style-type: none"> One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <p>1. ABSNET Membership Certification from the</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership

<p>Regional or Cluster ABSNET (RAB) President or Chairperson or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For Regional ABSNET Chairperson, the Standards Section shall be the one to issue the required certification</p>	
<p>• One (1) Copy of the following Documents Establishing Track Record and Good Standing</p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>2. Annual Accomplishment Report of the previous year</p> <p>3. Financial Report of the previous year signed by the Provincial/City/Municipal Accountant or the DSWD Regional Accountant.</p> <p>In the absence of the Certified Public Accountant from the LGU or DSWD, financial report from the Commission on Audit (COA) Representatives</p> <p>4. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • 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>• One (1) Copy of the following Documents Establishing Corporate</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment

<p><i>Existence and Regulatory Compliance</i></p> <ul style="list-style-type: none"> • Certification 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>• <i>One (1) Copy 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 2. Profile of Board Trustees or its equivalent 3. Profile of Employees and Volunteers: Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services. <p><i>(Note: The first 3 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau)</i></p> <ol style="list-style-type: none"> 4. For Applicant SWA's implementing Child Placement Services 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • 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 • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees
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<ul style="list-style-type: none"> • Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. 				
<ul style="list-style-type: none"> • One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance <p>A For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <ol style="list-style-type: none"> 1. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit <p>B. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</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 • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1 Secures application form thru the DSWD Website/ Standards Section	Provides client application form, and checklist of requirements	None	*30 minutes	Support Staff in charge of all incoming documents- Standards Section

2 Submit/ file application and supporting documents	<p>1. Officer of the day initially review completeness of documents and provide Technical Assistance if necessary</p> <p>2. Assign the application document to one of the technical staff</p> <p>3. If complete documents.</p> <p>1. Receive application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section</p> <p>4. If incomplete</p> <p>2.4.1 Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>	None	1 day	<i>Support Staff in charge of all incoming documents/ Section Head (Standards Section)</i>
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.

<p>3 Wait for the result of the documents review and notice of validation assessment.</p>	<p>1. Review the submitted documents as to completeness and compliance, both in form and substance.</p> <p>2. If complete and compliant</p> <p>1. Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>3. If found with for compliance,</p> <p>1. 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</p>	<p>None</p>	<p>3. working days</p>	<p>Technical Staff (Standards Section- Field Office)</p>
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	application documents submitted.			
	3.4 Review and approval of the Acknowledgement Letter including its attachments. (Both complete and incomplete documents)	None	2 working days	<i>Section Head/Division Chief/Regional Director (Standards Section- Field Office)</i>
4 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 Standards Section- Field Office)</i>
5 Assist the Assessor during the conduct of Validation visit.	Conduct of Accreditation visit	None	Minimum of 2 working days per agreed schedule	<i>Technical Staff Standards Section- Field Office</i>
6 Awaits the result of the licensing assessment	6.1 Prepare Confirmation Report 6.1.1 If favourable , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 6.1.2 If not favourable , the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.	None	5 working days	<i>Technical Staff / Standards Section- Field Office</i>
	6.2 If favourable,	None	5 working	

	<p>review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>6.3 If unfavourable, review and approval of the Confirmation Report.</p>		days	<p><i>Section Head/Division Chief/ Regional Director</i></p> <p><i>(Standards Section- Field Office)</i></p>
	<p>6.4. If favourable, for approval and signature of the Certificate of License to Operate.</p> <p>6.5 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p> <p>6.6 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>		<p>1. working days</p> <p>1 working day (depending on the choice of the applicant)</p>	<p><i>Regional Director</i> <i>(Standards Section- Field Office)</i></p> <p><i>Support Staff</i> <i>Standards Section- Field Office</i></p>
<p>TOTAL</p> <p>For Complete and Compliant:</p>		None	Minimum of 20 working	

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	applicant Organization's compliance. An acknowledgment letter with findings and recommendations signed by the Regional Director shall be prepared			
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.				
<i>Follow Step 3 to Step 8 of licensing process under walk-in applicants</i>				
TOTAL				
For Complete and Compliant:	None	Minimum of 20 working days		
For Complete Requirements with Areas for Compliance:	None	14 working days		
For Incomplete Submission:	None	5 working days		

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

• Private Social Welfare and Development Programs and Services

Refers to the process of assessing the Licensed Social Work Agency (SWA) 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 (with Regional Operation only)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. 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"> https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation

<p>B. Self-assessment</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/#MCs • <i>For Residential</i> Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service <i>For Community Based</i> Revisions on Administrative Order No. 1 s.2010 (Amended Standards for Community Based Services)
<p>C. <i>One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</i></p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application</p> <p>b. 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.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	<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/ <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership</i>
<p>D. <i>One (1) Copy of the following Documents Establishing Track Record and Good Standing</i></p> <p>1. Duly signed Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i>

<p>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.</p> <p>3. Annual Accomplishment Report previous year</p> <p>4. Audited Financial Report of the previous year</p> <p>5. Profile of Clients served for the preceding and current year</p>	<ul style="list-style-type: none"> • <u>Board Resolution by the Organization</u> • <u>https://www.dswd.gov.ph/downloads-2/</u> Annex 6. DSWD-RLA-F006 Accomplishment Report • <u>https://www.dswd.gov.ph/downloads-2/</u> Annex 8. DSWD-RLA-F008 Audited Financial Statement • <u>https://www.dswd.gov.ph/downloads-2/</u> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>E. <i>One (1) Copy 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"> • <u>https://www.dswd.gov.ph/downloads-2/</u> AO 11 s2019 Annex A Declaration of Commitment
<p>F. <i>One (1) Copy of the following Basic Documents</i></p> <p>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies</p>	<ul style="list-style-type: none"> • <u>https://www.dswd.gov.ph/downloads-2/</u> Annex 4. DSWD-RLA-F004 Manual of Operation

<p>to attain its purpose/s among others</p> <p>2. Profile of Board Trustees</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</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>5. For those operating in more than one region</p> <ul style="list-style-type: none"> List of main and satellite/branch offices with contact details, if any. <p>6. For Applicant SWA's implementing Child Placement Services</p> <ul style="list-style-type: none"> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service. <p>G. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</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 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
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<ul style="list-style-type: none">• Certified true copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies <p>g. For Center Based (Residential and Non-Residential Based)</p> <p>a. Copy of the valid safety certificates namely:</p> <p>1 Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>2 Fire Safety Inspection Certificate</p> <p>3 Water Potability Certificate or Sanitary Permit</p> <p>h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>i. For applicant with past and current partnership with the DSWD that involved transfer of funds.</p>	<ul style="list-style-type: none">• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer
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the DSWD Website/ Standards Section	and checklist of requirements			<i>incoming documents- Standards Section</i>
2 Submit/ file application and supporting documents	<p>2.1 Officer of the day initially review complete ness of document s and provide Technical Assistanc e if necessary</p> <p>If complete documents. 2.2a Receive application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section</p> <p>2.3a Assign the application document to one of the technical staff</p> <p>If incomplete and not compliant</p> <p>2.2b Return all documents submitted accompanied by a checklist of requirements for</p>	None	30 minutes	<i>Support Staff in charge of all incoming documents/ Section Head (Standards Section</i>

	applicant Organization's compliance.			
3 If Complete, Settle the required processing fee.	3.1 Prepare Billing Statement and instruct applicant to proceed to the Cashier Section	None	*20 minutes	Support staff (Standards Section)
	3.2 Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier Section
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)
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.				
5 Wait for the result of the documents review and notice of validation assessment.	5.1 Review the submitted documents as to completeness and compliance, both in form and substance.	None	5 working days	Technical Staff (Standards Section- Field Office)
	If complete and compliant			
	5.2.a Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
	If found with for			

	compliance, 5.2b 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.			
	5.3 Review and approval of the Acknowledgement Letter including its attachments. (Both complete and incomplete documents)	None	2 working days	<i>Section Head/Division Chief/Regional Director (Standards Section- Field Office)</i>
6 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 Standards Section- Field Office)</i>
7 Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	Minimum of 2 working days per agreed schedule	<i>Technical Staff Standards Section- Field Office</i>
8 Awaits the result of the licensing assessment	8.1 Prepare Confirmation Report If favourable, 8.2a the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.	None	10 working days	<i>Technical Staff / Standards Section- Field Office</i>

	<p>If not favourable, 8.2b the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>			
	<p>8.2 If favourable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>8.3 If unfavourable, review and approval of the Confirmation Report.</p>	None	3 working days	<p><i>Section Head/Division Chief/ Regional Director</i> (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 through email and via courier.</p> <p>8.6 Send the Confirmation Report and notify the availability of the Certificate of</p>		<p>3. working days</p> <p>1 working day (depending on the choice of the applicant)</p>	<p><i>Regional Director</i> (Standards Section- Field Office)</p> <p><i>Support Staff</i> Standards Section- Field Office</p>

	License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)			
TOTAL For Complete and Compliant:		₱1,000.00 per program	Minimum of 20 working days	
For Complete Requirements with Areas for Compliance:		₱1,000.00 per program	Minimum of 20 working days	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1 Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	1.1 Log receipt into the Document Tracking System (DTS) for Standards Bureau. 1.2 Assign the application document to one of the technical staff	None	*10 minutes	<i>Support Staff in-charge of incoming documents</i> Standards Section-Field Office)
2 Submit/ file application and supporting documents	2.1 Technical Staff review completeness of documents and provide Technical Assistance if necessary: If complete	None	3. Working days (if complete)	<i>Technical Staff</i> Standards Section

	documents. 2.2a Schedule of accreditation visit If incomplete 2.2b Return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. An acknowledgment letter with findings and recommendations signed by the Regional Director shall be prepared		5 working days (if incomplete)	<i>Technical Staff/ Section Head/ Division Chief/ Regional Director</i>
3 Settle the required processing fee. .	3.1 Notify the Applicant (both with complete and incomplete application documents) Organization that they have to settle their processing fee to the Cashier Section of DSWD Field Office NCR located at Ground Floor. 1. Inform the applicant organization that the processing of the application shall start once they have paid the required fees and	₱1,000.00	1 day	<i>Technical Staff and Support Staff Standards Section- Field Office</i>

	provided the Standards Section the copy of the Official Receipt.			
	Note: The processes shall only take place once the applicant organization settle its payment.			
4 Provide the DSWD Standards Section the copy of the Official Receipt (OR)	Acknowledge/Receive the copy of Official Receipt from the SWDA.	None	*15 Minutes	Support Staff in charge of incoming documents Standards Section-Field Office SWDA
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.				
Follow Step 5 to Step 8 of licensing process under walk-in applicants				
TOTAL For Complete and Compliant:	₱1,000.00	Minimum of 20 working days		
For Complete Requirements with Areas for Compliance:	₱1,000.00	Minimum of 20 working days		
For Incomplete Submission:	None	3 working days		

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

11 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 Social Welfare and Development Agencies (SWDAs) 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)	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB-PS-F-001: Application Form
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 – DSWD DFE Form 3 <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			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
1 The representative of the SWDA files the application form, together with the supporting documents and other requirements covering the areas within NCR where the intended distribution of goods shall take place.	Receives the application and provides technical assistance, if necessary.	None	*30 minutes	<i>Officer of the Day- Standards Section</i>
2 The applicant shall pay the required processing fee at the Cash Section ; provides a copy of Official Receipt to the Standards Section	Issues an official receipt.	Php1,000.00	*10 minutes	<i>Cash Section</i>
3 Awaits results of the assessment.	Reviews and assesses the submitted	None	5 working days	<i>Technical Staff Field Office: Standards</i>

	requirements. • If complete, to determine the necessity of conducting a validation visit. If incomplete, to return all submitted documents to the applicant.			<i>Section</i>
4 Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)	None	2 working days (per agreed schedule)	<i>Technical Staff Field Office: Standards Section</i>
5 Awaits endorsements by DSWD Central Office.	5.1 Secures endorsement of the application by the DSWD Regional Director	None	1 working day	<i>Technical Staff Field Office: Standards Section</i>
	5.2 Endorses the application to the Standards Bureau at the Central Office			<i>DSWD Regional Director</i>
	5.3 If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement.			
	5.4 Final review and evaluation If approved, to	None	5 working days	<i>Standards Bureau: SCMD Technical Staff/</i>

forward the application to the Office of the Undersecretary heading the Standards Bureau.			<i>Division Chief/ Bureau Director</i>
5.5 Prepares the following: <ul style="list-style-type: none"> • Endorsement letter to the DOF • Conform letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement 			
5.6 If disapproved, to send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.			
5.7 Endorsement to the Secretary	None	2 working day	<i>DSWD Undersecretary heading the Standards</i>

	Affixes initial to the endorsement letter to DOF			<i>Bureau</i>
	5.8 Final Approval Affixes signature to the endorsement letter to DOF	None	3 working days	<i>DSWD Secretary</i>
6 Approved applicants to pick up the Endorsement Letter	6.1 Informs the applicant and Field Office of the approval of endorsement. 6.2 Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature.	None	*10 minutes	<i>SCMD Technical Staff Standards Bureau:</i>
TOTAL: Complete and Compliant:		₱1,000.00	Fourteen (18) days	
Complete and Non-Compliant Submission:		₱1,000.00	Eight (10) 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

12 Accreditation of Pre-Marriage Counselors

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section – DSWD Field Office
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished Application Form 	<ul style="list-style-type: none"> STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form_App</i>
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution 	<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit
<ul style="list-style-type: none"> <u>One (1) photocopy of the following documents (original copies must be presented):</u> <ol style="list-style-type: none"> Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or Certified photocopy of valid PRC ID. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic 	

<p>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> <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> <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; and</p> <p>5. Other documents to be made available during the assessment visit.</p> <p style="padding-left: 40px;">a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	
<p>FOR RENEWAL</p> <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)</p>	

<p>hours within the validity period of the preceding certificate.</p> <p>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>);</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>);</p> <p>4. Other documents to be made available during the validation visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex E</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</p> <p>c. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex D. PMC Form • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. PMC Form • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form • 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE PERSON
A. Assessment Procedures for Walk-in Applicants				
1 Secures application	Provides client	None	*30 minutes	Support Staff in

form thru the DSWD Website/ Standards Section	application form, and checklist of requirements			<i>charge of all incoming documents- Standards Section</i>
2 Submit/ file application and supporting documents	<p>2.1 Officer of the day initially review complete ness of documents and provide Technical Assistance if necessary</p> <p>If complete documents.</p> <p>2.2a Receive application documents and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section</p> <p>2.3a Assign the application document to the focal person</p> <p>If incomplete</p> <p>2.2b If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the</p>	None		<i>Support Staff in charge of all incoming documents/ Section Head (Standards Section)</i>

	applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.			
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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.

3 Prepare for the Actual Assessment	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process;</p> <p>b. Observation on the counseling session;</p> <p>; and</p> <p>c. Exit Conference</p>	None	2 working days	<i>Technical Staff or Officer of the day (Field Office - Standards Section)</i>
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<p>4 Awaits the approval of the application/confirmation report/issuance of the Certificate</p>	<p>4.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>4.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant</p>	<p>None</p>	<p>7 working days</p>	<p><i>Technical Staff/ Section Head/ Division Chief/</i></p> <p><i>Support Staff</i></p>
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	on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 4.3 Forwards to the office of the RD for approval/signature. 4.4 Approval and signature of the documents			<i>Regional Director</i>
5 Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff (Field Office - Standards Section)</i>
TOTAL: For Complete and Compliant:		None	10 working days	
For Complete Requirements with Areas for Compliance:		None	25 minutes	
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier:				
1 Send the Application Form together with the prescribed documentary requirements for PMC Accreditation through Mail or Courier to: Standards Section DSWD Field Office residing the applicant for PMC accreditation	Log receipt into the Document Tracking System (DTS) for Standards Section. This shall be route to the Assigned Technical Staff.	None	*15 minutes	<i>Support Staff in charge of incoming documents (Field Office - Standards Section)</i>
2 Waits for acknowledgement or notification relative to the application.	2.1 Reviews and assesses the completeness of the requirements/documents submitted to wit: 2.2 If found complete/sufficient, acknowledge	None	*10 minutes	<i>Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)</i>

	<p>receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>2.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>			
<i>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.</i>				
3 Prepare for the Actual Assessment	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process; b. Observation on the counseling session; and c. Exit Conference</p>	None	2 working days	Technical Staff or Officer of the day (Field Office - Standards Section)
4 Awaits the approval of the application/ confirmation report/issuance of the	4.1 Final Assessment of the application documents and	None	7 working days	Technical Staff/ Section Head/ Division Chief/

Certificate	<p>result of the actual accreditation assessment.</p> <p>4.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p> <p>b. If unfavorable, recommend for re-assessment.</p> <p>4.3 Forwards to the office of the RD for approval/signature.</p> <p>4.4 Approval and signature of the documents</p>			<p><i>Support Staff</i></p> <p><i>Regional Director</i></p>
5 Receives the Accreditation Certificate	Release of Certificate	None	1 working day	<i>Support Staff (Field Office - Standards Section)</i>
6 Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Support Staff (Field Office - Standards Section)</i>
TOTAL: For Complete and Compliant:		None	10 working days	
For Incomplete Submission:		None	3 working days	

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

13 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 REQUIREMENTS ¹		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)	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila • 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	(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		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME* (Under Normal Circumstances)	PERSON RESPONSIBLE
1 The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) –Standards Section together will the requirements stated above.	1.1 The Officer of the Day-Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents. If found to be complete, the Officer of the Day shall forward the documents to the Focal Person. If incomplete the documents shall be returned to	None	*20 minutes	Officer of the Day-Standards Section

	the applicant. Technical Assistance will be provided together with the checklist of requirements			
	1.2 The Focal Person shall conduct pre-assessment by verifying the documents submitted by the Applicant with the original copies of the documents.	None	2 days	<i>Focal Person- Standards Section</i>
	1.3 If requirements are complete, the Focal Person shall endorse one copy of the application requirements to DSWD- Standards Bureau, and file the other copy in the Field Office.	None	2 days	<i>Standards Section Head, DSWD Field Office – Standards Section</i>
	1.4 The Standards Bureau- Receiving Officer shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division.	None	*10 minutes	<i>Receiving Officer DSWD – Standards Bureau</i>
	1.5 The Standards Compliance Monitoring Division shall review the application and documents	None	2 days	<i>Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD–</i>

	submitted by the Applicant through Field Office.			<i>Standards Bureau</i>
	1.6 If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment	None	1 day	<i>Assigned technical staff from DSWD- Standards Bureau</i>
<p>2. The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the on-site assessment.</p> <p>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>	2.1 The technical staff shall conduct on-site assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	<i>Focal Person- Standards Section and Assigned technical staff from Standards Bureau</i>
	2.2 Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment.	None	3 days after conduct of on-site assessment	<i>Assigned technical staff DSWD- Standards Bureau</i> <i>Bureau Director DSWD- Standards Bureau</i>

<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>			
<p>2.3 Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head.</p>	None	1 day	Bureau Director DSWD- Standards Bureau
<p>2.4 Cluster Head to approve and endorse the Accreditation Certificate to the Secretary.</p>	None	3 days	Undersecretary/ Cluster Head DSWD- Standards and Capacity Building Group
<p>2.5 Secretary or his/her duly authorized representative to approve and issue the Accreditation Certificate for the qualified Social Worker.</p>	None	3 days	DSWD Secretary or his/her duly authorized representative
<p>2.6 Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker</p>	None	2 days	Bureau Director DSWD- Standards Bureau

	through the Field Office.			
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	3.1 Notify the Applicant Organization on the availability of the Certificate 3.2 Issues the Certificate of Accreditation	None	*10 minutes	<i>Support staff from the DSWD FO- Standards Section</i>
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.**

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. 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	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

14 Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries and Clients (FO)

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. Requests to conduct such activities need to undergo research protocol. Research whose target respondents covering one (1) region shall seek the approval of the Regional Director. Research requests must be submitted to the Regional Director at least two (2) weeks 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 Regional Director:

- 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, the 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 and Plans Division (PPD)/ Policy Development and Planning Section (PDPS)
Classification:	Highly Technical

Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	<ul style="list-style-type: none"> 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; and Internal researchers (e.g., DSWD personnel conducting research in DSWD Offices, Centers and Institutions for the purpose of pursuing higher academic education) 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
If request shall not undergo Research Protocol 1. Request Letter addressed to Regional Director If the request shall undergo Research Protocol: 1. Request Letter addressed to Regional Director 2. Research Request Form (DSWD-PDPB-GF-003) 3. Research Brief (DSWD-PDPB-GF-003) and 4. Research Instruments			Researcher Researcher PDPS PDPS Researcher	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter addressed to the Regional Director and/or research request documents	1. Receive request 1.1 Receive the request letter addressed to the Regional Director and/or research request documents and encode the details in the office's tracking system and/or log book for incoming documents. 1.2 Furnish the researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt. 1.3 Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff.	None	4 hours	Administrative Staff Office of the Regional Director/ RAMS/ PPD/ PDPS
	1.4 Review the request and assign to available	None	4 hours	PO IV/ Head PDPS

	technical staff.			
	1.5 Review the request as to area/region of coverage (refer to MC. 10 s. 2019 Section VII. Item No. 4) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.	None	4 hours	Technical Staff PDPS
	1.6 Assess the research request if the request shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research Requests and SWD Data Request</i>	None	4 hours	Technical Staff PDPS
	1.6.1 For requests that need not go through the protocol , endorse researcher to the concerned DSWD Division/ Section/ Units/ Centers <i>using the Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft 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.	None	2-4 days	Technical Staff PDPS
	1.6.2 For requests that need to go through the protocol , review submitted documents as to completeness.	None	2 days	Technical Staff PDPS
	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.			
2. Submit additional required documents (<i>Request Letter, Accomplished Research Request Form, Research Brief, and research instruments</i>)	2. Review of research requests with concerned Division/ Unit/ Section/ Centers/RCFs. 2.1 Review and assess the submitted documents in consultation with the concerned Division/ Unit/ Section/ Centers/RCFs.	None	7 days	<i>Technical Staff PDPS Concerned Sections/ Units/ Centers</i>
	2.2 Receive the comments/ inputs and recommendations from other offices. These shall be the basis for a decision to approve/ disapprove the request.	None	2 days	<i>Technical Staff PDPS</i>
	2.3 To recommend Approval? 2.3.1 Yes – Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the PDPS Head. This shall include the consolidated recommendations from the concerned Division/ Section/ Unit/ Centers/ RCFs. 2.3.2 No – Communicate the decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be	None	1 day	<i>Technical Staff and Division Chief PDPS/ PPD</i>

	<p>given to the researcher to officially respond through a letter, if they will continue or terminate their request. If pursuing a request, ask the researchers to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, 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>2.4 Regional Director to approve/ disapprove requests based on recommendations. To approve?</p> <p>2.4.1 Yes – Inform researcher and endorse to the concerned Division/ Unit/ Section/ Centers/RCFs. Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i></p>	None	1 day	<p><i>Regional Director Field Office</i></p> <p><i>Technical Staff PDPS</i></p>

	(either online or paper-based) and proceed to step 3. 2.4.2 No – Go back to step 2.3.2.			
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	15 minutes	<i>Technical Staff/ Administrative Staff PDPS</i>
Total		None	6 days and 15 minutes or 15 days and 15 minutes¹	

¹ The former, if the request would not undergo the research protocol, or the latter, if the request would undergo the research protocol.

15 Obtaining Social Welfare and Development (SWD) Data and Information (FO)

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 Regional Director. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as a public document.

Office or Division:	Policy and Plans Division (PPD)/ Policy Development and Planning Section (PDPS)			
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 addressed to the Regional Director		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document (<i>request letter</i>)	1. Receive and acknowledge request for SWD data 1.1 Receive the request letter addressed to the Regional Director. For walk-in clients , request the requesting party to log-in on the logbook and provide the requesting party with receiving copy of request. If request is received through email , print out the request letter and acknowledge receipt.	None	15 minutes	<i>Administrative Staff ORD/ RAMS/ PPD/ PDPS</i>

	1.2 Check the completeness of information in the request (e.g., specific data, scope, coverage and year)			
	1.3 Encode the details in the office's tracking system for incoming documents.	None	5 minutes	<i>Administrative Staff ORD/ PPD/ PDPS</i>
	1.4 Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff.	None	5 minutes	<i>Administrative Staff ORD/ PPD/ PDPS PO IV/ Head PDPS</i>
	1.5 Assign data requests to concerned technical staff.	None	5 minutes	<i>Technical Staff PDPS</i>
	1.6 Assess the data request if the data/ information are available within the office	None	10 minutes	
	Data available within DSWD? 1.6.1 Yes, within PDPS – Prepare the requested data/ information then proceed to step 1.7	None	Single data: 1-3 hours Multiple data: 1 day	<i>Technical Staff PDPS</i>
	1.6.2 Yes, within other Division/ Section/ Unit/ Centers – Endorse the request to the concerned Division/ Section/	None	30 minutes	<i>Technical Staff PDPS</i>

	Unit using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			
	1.6.3 No – Inform the requesting party of other sources of data then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			
	1.7 Prepare response letter with the requested data and submit to the PDPS Head for review, approval and initial.	None	30 minutes	Technical Staff PDPS
	1.8 Review, approve and endorse response letter with the requested data to the Regional Director for approval and signature.	None	20 minutes	Division/ Section Head PPD/ PDPS
	1.9 Approve and sign the response letter with the requested data.	None	4 hours	Regional Director Field Office Administrative/ Technical
	1.10 Send the signed/ approved response letter with the requested	None	30 minutes	

	data to the requesting party then request the data user to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			<i>Staff PDPS</i>
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	10 minutes	<i>Administrative/ Technical Staff PDPS</i>
	Total	None	1 day, 1 hour, 10 minutes or 1 day 6 hours, 40 minutes²	

² The former, if the request is for single data, or the latter, if the request is for multiple data.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS to monitor the implementation of the research protocol. The feedback form shall be accomplished after processing of the request.
How feedbacks are processed	Feedbacks are monitored and consolidated by the assigned PDPS Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the requesting parties 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.
How complaints are processed	PDPS Technical Staff to receive the appeal and endorse recommendation with the PDPS Head and Division Chiefs initials to the Regional Director. An official response letter will be communicated to the researcher/ data user informing of the decision.
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>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)</p>

Human Resource Management and Development Division

1 Issuance of Certificate- Certificate of Employment (CoE) To Separated Officials, Employees and Contract of Service Workers

This process verifies the employment history of a former or current employee. The COE is issued to separated Officials and employees in the Field Office who have been cleared of money, property and legal accountabilities, which certifies their services rendered in the Department. Certificate of Employment (COE) upon request by the employee.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Separated Officials and employees of Field Office (Permanent, Casual and Contractual)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
HRMDS-PAD Request Form or formal letter or e-mail request	Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph			
Regional Clearance Certificate	Client or if none, FILE 201 / PER 16			
CLIENT STEPS	SECTION'S ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purposes, if needed) and submit to PAS, together with complete supporting documents.	1.1 Receive the complete documents submitted	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
2. Wait for advice of the assigned PAS 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)	<i>PAS Focal Person</i>
	2.2. Encode/check details to COE, print	none	30 Minutes	

	the issuance and attach the necessary documents			
	2.3. Review and Sign/initial the COE	None	2 hours	Section Head or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Section
3. Inform PAS 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	PAS Focal Person
1.2. If COE is to be sent via courier service, wait until the parcel is sent to given address.	1.2.1. 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 Minutes	
	1.2.2. Review and Sign/Initial the transmittal letter	none	20 minutes	
	1.2.3. Encode tracking details in the e-DTMS	None	15 minutes	
	1.2.4. Forward the document			Incoming / Outgoing Clerk

	to the HRMDD for courier service	None	10 minutes	<i>PAS Receiving Area Incoming / Outgoing Clerk RAMS</i>
1.3. If COE is for pick-up, proceed to PAS and get the requested document.	1.3.1. 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	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
TOTAL:		None	2 Days <i>May be extended depending on the volume of transactions handled</i>	

2 Issuance of Certificate - 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 Field Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for certain period.

Office or Division:		Personnel Administration Section (PAS)		
Classification:		Complex		
Type of Transaction:		G2C- Government to Transacting Public		
Who may avail:		Separated Officials and employees (Permanent/ Casual/ Contractual)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (Write contact details as well for courier purposes, if needed) and submit to PAS together with complete supporting documents.	1.1 Receive the complete documents submitted	None	5 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
2. Wait for advice of the assigned PAS 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)	<i>PAS Focal Person Leave Administration Section</i>
	2.2. Review the		1 day and 4	

	ELARS vis-à-vis the Leave Ledger	None	hours (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/ employee)	<i>PAS Focal Person Leave Administration Section</i>
	2.3. Reprinting of the corrected ELARS, if errors are found. 2.4. Encode details to the Certificate, print the issuance and attach the necessary documents	None	2 hours and 30 minutes	
	2.5 Review and Sign/initial the ELARS and the Certificate	None	2 days	<i>Section Head or Personnel Officer Leave Administration Section</i> <i>OIC/Chief Admin. Officer Personnel Admin. Section</i>
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	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	<i>PAS Focal Person Leave Administration Section</i>
3 If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	3.1 Prepare and print the transmittal letter with information on how to return customer	none	20 minutes	<i>PAS Focal Person Leave Administration</i>

	feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.			<i>Section</i>
	3.2 Review and Sign/Initial the transmittal letter	none	20 minutes	<i>Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Section</i>
	3.3 Encode tracking details in the e-DTMS	None	15 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
	3.4 Forward the document to the RAMS for courier service	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk RAMS</i>
4 If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.1 Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
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	

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

A copy of duly accomplished DSWD Regional 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 Clearance Certificate may be requested by separated Officials and employees if the Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section(PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Permanent/Casual/Contractual/MOA/JO Separated Field Staff and employees who already has a duly –accomplished Regional Clearance Certificate on file/submitted to PAS and without any money, property and legal accountabilities.			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. HRMDS-PAD Request Form or formal or e-mail request	PAS Receiving Area Client			
2. Letter of Separation and its Acceptance	Client or if none, FILE 201 / PER 16			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purpose) and submit to PAS, together with complete supporting documents	1 Receive the documents submitted	None	5 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the Regional Clearance Certificate on file.	none	6 days, 6 hours (may take longer hours depending on the period of	<i>PAS Focal Person Leave Administration Section</i>

			retrieving the files)	
	<p>2.2. If there is an extra original copy of the Regional Clearance Certificate on file, remove it from the FILE 201 / PER 16.</p> <p>If there is only one (1) original copy of the Regional Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.</p>	None	10 minutes	<i>PAS Focal Person Leave Administration Section</i>
	2.3. Sign the photocopied Regional Clearance Certificate as to the "Certified True Copy"	None	30 minutes	<i>Section Head Leave Administration Section Or OIC/Chief Admin. Officer Personnel Admin. Section</i>
3. Inform PAS of preferred method of receiving the original/CTC copy of the Regional Clearance Certificate	3. Inform the client that the original/CTC copy of his/her Regional 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	<i>PAS Focal Person Leave Administration Section</i>
4. If the original/CTC copy of the Regional 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 Regional Clearance Certificate and one Customer Feedback Form for	none	20 minutes	<i>PAS Focal Person Leave Administration Section</i>

	accomplishment			
	4.2. Review and Sign/initial the transmittal letter	None	30 minutes	Section Head or Personnel Officer Leave Administration Section OIC/Chief Admin. Officer Personnel Admin. Section
	4.3. Encode tracking details in the e-DTMS	None	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	4.4. Forward the document to the RAMS for courier service	None	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk RAMS
TOTAL:		None	7 days	May be extended depending on the volume of transactions handled

4 Issuance of Service Record (SR) to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in the Field 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 Section (PAS)		
Classification:		Complex		
Type of Transaction:		G2C- Government to Transacting Public		
Who may avail:		Separated employees (Permanent/ Casual/ Contractual)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	none	10 minutes	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if	none	6 Days, 2 hours (depending on the period of retrieving the files)	<i>PAS Focal Person FOs Personnel Administration Section</i>

	needed.			
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	<i>PAS Focal Person</i>
	2.3. Review and Sign/initial the SR	none	4 hours (depending on the availability of signatories)	<i>Section Head or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Section</i>
3. Inform PAS 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	<i>PAS Focal Person</i>
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 RAMS for courier service	none	10 minutes	

				<i>Incoming / Outgoing Clerk RAMS</i>
4.2. If the SR is for pick-up, proceed to PAS 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	<i>Incoming / Outgoing Clerk PAS Receiving Area</i>
Total		None	6 days (May be extended depending on the volume of transactions handled)	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1st day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

Finance Management Division

1 Processing of Request for Accounting Certification of Former DSWD Employees

This Certification from Accounting Section is issued to an employee to attest that he/she has no unliquidated cash advance and has no pending accountabilities upon separating from the agency or before going into an approved leave (more than 30 days). It utilizes the Clearance Form (CS Form No.7, Series of 2017, and Revised 2018) of the Civil Service Commission. Said Clearance Form should be duly accomplished before paying the last salary or any money due to the employee (CS Form No.7, Series of 2017, and Revised 2018) who retired, resigned or transferred to another agency in the government. It is also a mandatory requirement in the case of promotion, reappointment or transfer involving movement from one department/agency to another and reemployment (Sec.6, item d of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised 2018).

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	<ul style="list-style-type: none"> - Staff with desire to transfer to other government agencies - Staff who wishes to resign retires or separated from service - Staff requesting Travel Abroad on Personal Expense Staff with application for leave of 30 days or more 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Downloadable Form from CS Form No.7, Series of 2017, and Revised 2018 / Staff		
Letter of Intention to Resign/ Retire/ Transfer/ Separate from Service in case of staff with intension to leave		Staff		
Copy of duly accomplished turn-over of accountabilities to immediate supervisor		Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (single transaction)	PERSON RESPONSIBLE
1. Staff submit Clearance Form with accomplished I, II and III (no. 1 & 2) * Make sure to attached the	1.1 Receive Clearance Form from the requesting staff and review the completeness of supporting	None	2 minutes	<i>Admin Aide IV</i>

complete supporting documents and duly signed <i>Clearance Form Work Related Accountabilities</i> by the Immediate Supervisor and Head Office * Processing of Clearance Certificate form shall follow the <i>order of number indicated</i> (III. Clearance from Money and Property Accountabilities)	documents		1 minute	<i>Admin Aide IV</i>
	1.2 If incomplete, return the Clearance Form to the requesting staff for compliance;		2 minutes	<i>Admin Assistant II</i>
	1.3 If complete, check and assess liquidation and other accountabilities of the requesting staff		1 minute	<i>Admin Aide IV</i>
	1.4 If not cleared, return the Clearance Form to the requesting staff for compliance;		5 minutes	<i>Admin Assistant II</i>
	1.5 If cleared, prepare Certification and affix initial signature beside the name of the Accountant / Head of Accounting Section in the Clearance Form		1 minute	<i>Admin Aide IV</i>
	1.6 Forward Clearance Form together with the Certification to Head of Accounting Section			

	1.7 Sign the Certificate and Clearance Form		2 minutes	<i>Accountant / Head of Accounting Section</i>
	1.8 Release Clearance Form to the requesting staff		1 minute	<i>Admin Aide IV</i>
TOTAL			15 minutes	

2 Processing of BIR Form No. 2322 (Certificate of Donation)

The Accounting Section / DSWD (Donee) shall assume the responsibility for the consecutive numbering of each Certificate of Donation (BIR Form No. 2322) and should be distributed within thirty (30) days from receipt of donation. This certification is for the donor's purpose of deductibility from gross income which still is subject to further confirmation by the Bureau of Internal Revenue as to its correctness and accuracy.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Donor / Private to Government			
Who may avail:	Donors of cash and in-kind donations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled-out Request Form for Certificate of Donation (DSWD-NCR-FMU-AS No. 1)		Accounting Section Extension Office		
Original copy or Certified True Copy of the following supporting documents: <ul style="list-style-type: none"> - Notarized Deed of Donation or any document showing proof of donations - Official Receipt for Cash Donations; or - Acknowledgement Receipt for Donations Received (ARDR) 		Requesting Party / Donor Division / CRCF		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (single transaction)	PERSON RESPONSIBLE
1. Submit an accomplished copy of Request Form for Certificate of Donation (BIR Form No. 2322) with complete supporting documents: a. Notarized Deed of Donation or any document showing proof of donations; b. Official Receipt for Cash Donations; and	1.1 Receive Request Form from the requesting party and review the completeness of supporting documents	None	2 minutes	<i>Admin Aide IV</i>
	1.2 If incomplete, return the		1 minute	<i>Admin Aide IV</i>

c. Acknowledgement Receipt for Donations Received (ARDR)	documents to the requesting party for compliance			
	1.3 If complete, fill-out the Certificate of Donation and affix initial signature beside the name of the Accountant / Head of Accounting Section		8 minutes	<i>Admin Officer II</i>
	1.4 Forward Certificate of Donation to the Accountant / Head of Accounting Section		1 minute	<i>Admin Aide IV</i>
	1.5 Sign the Certificate of Donation		2 minutes	<i>Accountant / Head of Accounting Section</i>
	1.6 Release Certificate of Donation to requesting party		1 minute	<i>Admin Aide IV</i>
TOTAL			15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned staff and dropped in drop box. The answered CSMF in the drop box are being collected every 15 days for consolidation report.
How feedbacks are processed	Feedbacks were consolidated and recorded. Consolidated information is submitted to the Supervisor for her reference and immediate action.
How to file a complaint	In the Client Satisfaction Measurement Form there is a portion where in clients could write their complaints or suggestion in the provided service/technical assistance.
How complaints are processed	<p>The Supervisor immediately provides feedback to Staff on the raised complaints thru a meeting. The staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1st day of the succeeding month.</p> <p>Client with complaint will be sent with a formal letter about the raised issues and concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

General Administrative Division

1. Issuance of Gate Pass for Guests 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 or 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: a. DSWD employees and officials b. DSWD service providers c. DSWD suppliers d. DSWD visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Number of Property/ies to be brought outside with three (3) copies duly accomplished Gate Pass form		1. by the client without any prescribed format		
2Two (2) copies of duly accomplished Equipment Borrower Slip/printed (for borrowed supplies) email from accountable person authorizing the borrower to bring out the property		PSAMD Office through PREMIS or from the client without any prescribed format		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly accomplished gate pass with attachments and present properly for checking	1.1 Received and review gate pass for equipment for supplies to be brought out. If incomplete, return gate pass to end user / requester	None	1 min	PASMS Staff
	1.2. Check quantity and details of the property (serial number and property number, etc.) for the request	NONE	2 mins	PASMS Staff

	❖ Verified correct details			
	1.3 Fill out Gate Pass form through PREMIS and indicate the date of return for borrowed property; print out form	NONE	2 mins.	<i>PSAMD staff</i>
	1.4 Assignment of control number	NONE	30 Seconds	<i>PSAMD staff</i>
	1.5 Approve Gate Pass	NONE	1 min	<i>PSAMD staff</i>
	1.6 Distribution of copies of approved Gate Pass to: Original – Security Guard Duplicate –staff bringing out the property Triplicate – PSAMD copy	NONE	30 Seconds	<i>CAO/ AO-V</i>
2 Present property/s of approved Gate Pass to Security Guard on duty	2.1 Verification / check of items from approved gate pass for release or date of return for borrowed Equipment / property.	NONE	15 min	<u><i>Property/Supply Officer PSAMD staff</i></u>
	2.2 If correct details, Security Guard on duty signs the Gate Pass.	NONE	1min	<i>Guard on duty</i>
	2.3 Allow to bring out property /supplies from DSWD premises	NONE	1 min	<i>Guard on duty</i>
	2.4 If incorrect details, return gate pass to requester to properly accompli	NONE	1 min	<i>Guard on duty</i>

	sh a new gate pass form.			
	3.Validate returned property (if any) with copy of Gate Pass/Borrower Slip	NONE	2 min	<i>Guard on duty</i>
3 Return of borrowed equipment	3.Validate returned property (if any) with copy of Gate Pass/Borrower Slip	NONE	2 min	<i>Guard on duty</i>
	3.1 If return completed sign Gate Pass and Borrower Slip with date of return	NONE	1 min	<i>Guard on Duty</i>
	3.2 Return signed Gate Pass for return of property to PASMD	NONE	1 min	<i>Guard on Duty</i>
	3.3 Update Gate Pass in PREMIS	NONE	10 min	<i>Guard on duty</i>
	3.4 File Gate Pass for future reference	NONE	1 min	<i>PSAMD staff</i>
Total		None	40 IN 30 SEC	

2 Issuance of Property Clearance for Separated Officials and Employees

Property Clearance is issued to DSWD employees for retirement to another government agency, detail separation from the service, promotion, re-assignment or transfer from one organization unit within the Department. Property Clearance shall be issued upon cancellation of property accountability.

Office or Division:	Administrative Service-Property,Assets, Management and Supply (AS-PAMS)			
Classification:	Simple			
Type of Transaction:	Government to Employees			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees a. Resigned b. Transferred to other Government Offices c. Non-Renewal of Contract d. Terminated e. Promoted f. Retired			
CHECKLIST OF REQUIREMENTS		Administrative Service-Property,Assets, Management and Supply (AS-PAMS)		
1. One (1) photocopy of approved request for transfer, resignation, and retirement		Client		
2.One (1) original duly accomplished Furniture and Equipment Transfer Slip (FETS) for turnover of property accountability/ies		Client (through PREMIS)		
3.Two (2) copies of signed Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS) as proof for transfer		PAMS Database System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly approved request for transfer, resignation, retirement, 2 months before effectivity of retirement,30 days of resignation or transfer	1.1 Record submitted duly approve request for transfer, resignation, retirement	None	15 min	<i>PAMS staff</i>
	1.2 Review and validate recorded accountabilities on database or	None	35 min	PAMS staff

	through PREMIS			
	1.3 Print list of Accountabilities of employee (if any), and Provide copy of same for his/her Clearance	None	15 min	<i>PAMS Staff</i>
	1.4 Facilitate Cancellation of Property Accountability based on details in PREMIS / database of PAMS or through recorded PARs /ICS			
2. Turn-over of properties/equipment to PAMS	2.1 Clearance to be signed by designated Property Officer	None	10 min	<i>PAMS staff</i>
	2.2 Scan signed clearance, provide copy of same to requesting employee	None	5 min	<i>PAMS Staff</i>
	2.3 Update PREMIS for signed clearance	None	10 min	PAMS staff
Total		None	1 hr 30 Min	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At the initial contact with the Section's staff – administrative staff, a client satisfaction survey form shall be provided with an explanation how to accomplish said form. Client shall drop the accomplished form into a box at the office after completing transaction with the section.
How feedbacks are processed	On a daily basis, the focal person accounts, summarizes and rafts response to feedbacks needing actions and / or responses. Draft response together with the summary of feedback received shall be forwarded for review and input of FO management. Response to clients shall be relayed via email or phone call. Should they need to follow-ups, the section can be reached thru 8-7330010 to 18.
How to file a complaint or Send commendation	To file a complaint against the staff, the client can send the following details to Authority to foncr@dswd.gov.ph : <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences
How complaints are processed	The focal person shall verify and investigate the complaints and prepare draft response for review and input of Field Office Management. The client will be informed via email or phone call.
Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC)	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

Office of the Regional Director

1 Technical Assistance on Social Technology Bureau (STB)9 Developed Programs and Projects

Refers to the provision of technical assistance on concerns relative to the on-going and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

Office or Division:	Social Technology Unit (STU)			
Classification:	HIGHLY TECHNICAL			
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. Send the request for Technical Assistance to the DSWD Field Office Social Technology Unit (STU).	1.1 Receive and record the request.	None	2 hours	<i>Support Staff</i>
	1.2 Prepare, check, and send response to the request, and conduct the Technical Assistance. 1.2.1 If the request is for sharing data, information and knowledge product: a. If available in the website, include the link from the STB website or	None	7 days	<i>Social Technology Unit</i>

	<p>FO website.</p> <p>b. 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>c. 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 Field Office Policy and Plans Division (PPD) for appropriate action.</p> <p>1.2.2 If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means:</p> <p>a. Coordinate with the requesting party.</p>		15 days	
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	b. Confirm the provision of technical assistance. c. Prepare necessary logistical needs (plane ticket if face to face). d. Prepare technical documents. e. Conduct the technical assistance.			
2. Accomplish the Client Satisfaction Survey	2. Administer/Monitor/Follow-up Client Satisfaction Survey (CSS).	None	Not Applicable	<i>Not Applicable</i>
TOTAL (If the Technical Assistance is sharing data, information and knowledge product)			7 days, 2 hours	
TOTAL (If the request involves conduct of actual technical assistance activity)			15 days, 2 hours	

2 Technical Assistance on Program / Project Development or Enhancement

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

Office or Division:	Social Technology Unit (STU)			
Classification:	HIGHLY TECHNICAL			
Types of Transaction:	G2C – Government to Citizens 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 REQUIREMENTS			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. Send the request for technical assistance along program/project development or enhancement to DSWD Field Office Social Technology Unit (STU).	1.1. Receive and record the request.	None	2 hours	<i>Support Staff</i>
	1.2. Prepare, review, and send response to the requesting party.	None	7 days	<i>Social Technology Unit</i>
	1.3 If the request Involves physical or online Technical Assistance Session such as conduct of meeting, orientation and	None	5 days	<i>Technical Staff</i>

	capability building activity, either via face-to-face or online means as agreed with the requesting party and prepare the following: a. Activity Flow b. Powerpoint Presentation c. Attendance Sheet d. Other logistical requirement			
2. Answer the Client Satisfaction Survey (CSS)	2. Administer/ Follow-up the completion of Client Satisfaction Survey immediately after the completion of provision of technical assistance	None	20 minutes	<i>Technical Staff</i>
TOTAL (If the Technical Assistance requested may be provided via official communications)	If without physical/online Technical Assistance Session		7 days 2 hours 20 minutes	
TOTAL (If the request involves conduct of actual technical assistance activity)	If with physical/online Technical Assistance Session		12 days 2 hours 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and/or complaints	<p>After provision of every Service, the Attending Action Officer or STU Staff shall ask the Customer to answer the Client Satisfaction Survey Form (CSSF) via Google Form or printed version as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box in the office of the Social Technology Unit if applicable.</p> <p>Written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> - For written feedbacks/complaints: Customer may email STU via: stu.foncr@dswd.gov.ph
How feedbacks are processed	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis of client satisfaction measurement survey regarding the data gathered through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the FOs to the Committee on Anti-Red Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result and data analysis report, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</p> <p>The Regional Director shall forward to the STU all feedback/complaints requiring answers. The Concerned STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for</p>

	improvement of systems and processes, and/or staff behavior. For inquiries and follow-ups, customers may also contact the STU and listed below.
How to file a complaint	<p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> • Formal channel: Email addressed to the Regional Director via stu.foncr@dswd.gov.ph (please use as subject "Complaint") • Informal channels: through phone calls to concerned unit • Complaint box: Drop a complaint in the STU Complaints Box that shall also be made available in the office of the Social Technology Unit. <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 Field Office. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Regional Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant. 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 Region through telephone numbers (02) 733-0010 and email at stu.foncr@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

Internal Services

Protective Services Division

1 RLRC Function Room Reservation and Use

Based on the Memorandum Circular No. 1 Series of 2015, The DSWD-NCR Learning Resource Center (LRC) is established to provide access to knowledge and information through reading and writing, providing the staff, visitors, or other users the right to use the LRC materials and services by providing them a secure and comfortable environment. There is a need to establish LRC in the Field Office in accordance with the thrust of the Department that all DSWD Offices should maintain a LRC wherein all knowledge products are installed and are accessible to the public.

Moreover, the location of the DSWD-NCR is accessible to nearby universities hence, it is necessary to establish a learning center which is open to all students specifically to Social Work students.

The barriers to knowledge sharing such as lack of time to share, poor verbal and written communication, difference in education level etc. have to be addressed so that the people will trust and be empowered to continue to learn, share knowledge and produce faster, smarter and better services to the clients. On the other hand, the employees must also be encouraged to share knowledge and produce knowledge products so they can respond to the ever changing needs of partners and constituents.

Furthermore, the establishment of LRC is a result of DSWD pioneering efforts to institutionalize a knowledge management system and use of Knowledge Exchange Center/Regional Learning Resource Center Function Room for meetings, learning sessions, and exams for applicants which aims to strengthen and promote the exchange of knowledge with stakeholders, partners and within DSWD towards increased productivity and efficiency.

Office or Division:		Capacity Building Section – Protective Services Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		DSWD employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Reservation Form 			<ul style="list-style-type: none"> Capacity Building Section/ RLRC 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Inquire availability of Function Room via email, phone call, website, Google Hangouts, FB Messenger,	1.1 Receive request via email, phone call, website, Google Hangouts, FB Messenger, SMS Function Room	None	1 Hour	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
	1.2 Check availability of	None	1 Hour	<i>Librarian or</i>

SMS	KEC/RLRC Function Room			<i>RLRC Admin Aide (Capacity Building Section)</i>
	1.3 Submit/Send Reservation Form to requesting party email/ Google form/ website (QR Code)	None	2 Hours	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
2. Fill out Reservation Form	2.1 Book reservation to KEC/ RLRC Calendar		3 Hours	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
	2.2 Send Confirmation of reservation and link CSMS and Evaluation Form thru email/ Google form/ website (QR Code)		2 hours	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
3. Submit accomplished Reservation Form to KEC/RLRC via email, website and Google Form	-	None	3 Hours	<i>Requesting Party</i>
	TOTAL	NONE	12 Hours or 2 Days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback and suggestion can be send through email (capbs.foncr@dswd.gov.ph) and telephone numbers 5-310-1433 or through the QR Code of the Client Satisfaction Measurement Form: https://forms.gle/jQVd8ZybwRRvszio6 and Evaluation Form: https://forms.gle/Kr7PWinXsAiT5sJA9
How feedbacks are processed	<p>Weekly, the Admin Assistant Aide IV encodes all submitted feedback and relays it to the responsible office/ staff.</p> <p>The responsible office/ staff answer 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 5-310-1433.</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> <ul style="list-style-type: none"> - Name of person/ office being complained - Incident (STAR Model- Situation, Task, Action, Result or 5Ws (who, what, where, when, and why) and 1 H (how) - Evidence <p>Same contact number</p>
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)	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Policy and Plans Division

2 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.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant</i>
	1.2 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.			
	1.3 Forward request to the NHTO Operations Division/Project Development Officer for review			
	1.4 Input comments, review, and recommend if the request is for processing or not then endorse to the NHTO Director/NHTS Regional Director	None	2 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>

	1.5 Review and decide if the request is for approval/disapproval then inform the assigned Project Development Officer	None	2 hours	<i>NHTO Director/ NHTS Regional Director</i>
	1.6 Inform the requesting party on the approval/disapproval of the data request <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on AO 09, s. 2021. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	10 minutes	<i>Project Development Office</i>
	1.7 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	<i>Information Technology Officer</i>
	1.8 Process the request on a set deadline, depending on	None	20 days (for 300,000	<i>Information Technology</i>

[illegible]

2 Call NHTO Office	2 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>
3 Submit Listahanan Data Utilization/ Feedback Report	3 The assigned Project Development Officer will follow up the feedback report from the end-user to ensure its compliance stated in the accomplished MOA.	None	2 months upon receipt	<i>Project Development 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	

3 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.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	<i>Administrative Assistant</i>
	1.2 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.			
	1.3 Forward request to the NHTO Operations Division/Project Development Officer for review			
	1.4 Input comments, review, and recommend if the request is for processing or not then endorse to the NHTO Director/NHTS Regional	None	4 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>

	Director.			
	1.5 Review and decide if the request is for approval/disapproval then inform the assigned Project Development Officer	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
	1.6 Inform the requesting party on the approval/disapproval of the data request <ul style="list-style-type: none"> • If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on AO 09, s. 2021. End of process. • If Approved - Endorse to the NHTO IT DPS Section Head <p>*Note: For NHTS- If Approved, the request will be processed.</p>	None	30 minutes	<i>Project Development Officer</i>
	1.7 Process the request.	None	3 days	<i>Information Technology Officer</i>
	1.8 Review result of data generation.	None	3 days	<i>NHTO QMS/ NHTS Information Technology Officer</i>
	1.9 Secure the data by adding password protection to the file. 1.10 Prepare the Data Release Form (DRF), draft memo reply and	None	1 day	<i>Information Technology Officer</i>

	<p>burn results in a compact disc(CD).</p> <p>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> <p>7.2. Counter sign in the DRF</p>			<p><i>NHTO DPS Head and QMS Head/ NHTS Head/ PDO</i></p>
	1.11 Finalize the memo, attach with the DRF and secured data (CD), then forward it to the Administrative Section.	None	4 hours	<p><i>NHTO-IT Division Chief Officer/NHTS PDO</i></p>
	1.12 Sign the memorandum	None	4 hours	<p><i>NHTO Director/ NHTS Regional Director</i></p>
	1.13 Track and scan the documents before releasing the result to the requesting party.	None	5 minutes	<p><i>Administrative Assistant</i></p>
2 Call NHTO Office	2 Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		<p><i>Information Technology Officer</i></p>
3 Submit Listahanan Data Utilization/ Feedback Report	3 The assigned Project Development Officer will follow up the feedback report from the end-user to ensure its compliance stated in the accomplished MOA.	None	2 months upon receipt	<p><i>Project Development Officer</i></p>
Total:		None	8 days, 4 hours, 20 minutes	

3 Data-Sharing with DSWD-OBSUs-Statistics / Raw Data Request

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

Office or Division:		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).	1.1 Receive and record the request in the transaction/ tracking system.	None	10 minutes	<i>Administrative Assistant</i>
	1.2 Forward request to the Office of the NHTO Director/ NHTS PPD Chief.			
	1.3 Review, input comments and approval in the request based on MC 15 s.2021 then endorse to the NHTO Statistics Section / NHTS Regional Field Coordinator	None	5 hours	NHTO Director/ NHTS PPD Chief
	1.4 Review the request if: a. <i>Not clear</i> – In case of vague data request- coordinate with the data users to	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	<p>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>			
	<p>1.5 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>1.6 Draft reply letter/ memorandum</p> <p>1.7 Submit the generated data and reply letter to the NHTO Head Statisticians/ NHTS RFC</p>	None	1 day	<i>Associate Statisticians</i>
	1.8 Countercheck the generated statistical/ raw data if:	None	5 hours	<i>NHTO Head Statistician/ NHTS RFC</i>

	<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>			
	1.9 Review the facilitated data, countersign reply letter/ memorandum and endorse to the Director for approval and release.	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>1.10 Review further the facilitated data request. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign</p>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

	the reply letter/ memorandum. The facilitated data request will be approved for release.			
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>
9. Submit Listahanan Data Utilization/ Feedback Report	9. The assigned Project Development Officer will follow up the feedback report from the end-user to ensure its compliance stated in the accomplished MOA.	None	1 months upon receipt	<i>Project Development Officer</i>
Total:		None	4 days, 1 hour, 20 minutes	

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	<p>National Household Targeting Office (NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/message send to 0918 912 2813</p> <p>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/</p>

Human Resource Management and Development Division

1 Issuance of Certificate of Employment to Current Officials and Employees

This is a sub service for issuance of certificates. 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 Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Current Officials and Employees (Permanent, Casual, Contractual, MOA and JO)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request for Documents form or formal letter or email request	Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	<i>Incoming/Outgoing Clerk PAS Receiving Area</i>
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)	<i>Personnel Admin. Asst. FO Personnel Administration Section</i>
	2.2. Encode/check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the COE	none	2 hours	<i>Section Head PAS Section</i>

				<i>or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Section</i>
	2.4. Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call)	none	10 minutes	<i>Personnel Admin. Asst. FO Personnel Administration Section</i>
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	<i>Incoming/Outgoing Clerk PAS Receiving Area</i>
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

2 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 Field Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:		Personnel Administration Section (PAS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Current Officials and Employees (Permanent, Casual, Contractual)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	<i>Incoming/Outgoing Clerk PAS Receiving Area</i>
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)	<i>Personnel Admin. Asst. Leave Administration Section</i>
	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	none	3 hours and 30 minutes	

	Certificate, print the issuance and attach the necessary documents			
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	<i>Section Head PAS Section or Personnel Officer OIC/Chief Admin. Officer Personnel Admin. Division</i>
	2.5. Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	<i>Personnel Admin. Asst. Leave Administration Section</i>
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	<i>Incoming/Outgoing Clerk PAS Receiving Area</i>
	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

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

This is a sub-service for issuance of certificates. The CLC is issued to current Officials and employees in the Field Office, which certifies their unutilized leave credit balances for a certain period.

Office or Division:		Personnel Administration Section (PAS)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Permanent/ Casual/ Contractual		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS 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	none	3 hours and 30 minutes	

² Electronic Leave Administration Recording System

	documents			
	2.4. Review and Sign/initial the ELARS and the CLC	none	2 days	Section Head PAS Section or Personnel Officer 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 PAS 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 Issuance of Service Record to Current Officials and Employees

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Current Officials and employees (Permanent/ Casual/ Contractual)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
PAS Request form or formal letter or e-mail	Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph			
Client steps	Section's Actions	Fees to be paid	Processing time	Persons Responsible
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well, if needed) and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk PAS 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
	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	Section Head PAS Section or Personnel Officer

			signatories)	<i>OIC/Chief Admin. Officer Personnel Admin. Section</i>
	2.4. Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	<i>Personnel Officer Personnel Administration Section</i>
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	<i>Incoming/Outgoing Clerk PAS Receiving Area</i>
TOTAL		None	3 Days	May be extended depending on the volume of transactions handled

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Kindly accomplish the Customer Feedback Form and place at the drop box located in front of PAS receiving area and you may send feedback report to this email address personnel.foncr@dswd.gov.ph or call at telephone 733-0010. Loc. 212 or written platform send to DSWD-NCR # 389 San Rafael St. Legarda, Sampaloc, Manila
How feedbacks are processed	<p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answer/clarifications are forwarded to appropriate office or personnel for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response thru email or memorandum.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Telephone: : 8733-0010 loc. 211</p>

	Email: personnel.foncr@dswd.gov.ph
How to file a complaint	<p>Kindly accomplish the Customer Feedback Form and place at the drop box located in front of PAS receiving area and you may send feedback report to this email address personnel.foncr@dswd.gov.ph.</p> <p>You may also file complaint through telephone with following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with PAS • Name of the person complained of • Reason for complaint • Evidence/s, if any <p>For the status of the your complaint/s, you may contact us thru:</p> <p>Telephone: : 8733-0010 loc. 211</p> <p>Email: personnel.foncr@dswd.gov.ph</p>
How complaints are processed	<p>A memorandum (with attached copy of the complaint) is issued to the concerned staff of unit/section being complained requiring an answer/ explanation on the complaint. If the complaint is found meritorious, an investigation will be conducted by a team formed by the office. Findings of the investigation with recommendation of the team if forwarded to Regional Director for approval. The complainant (person or agency) is informed in writing with attached tracking slip indicating action undertaken unit on the action taken on the complaint.</p> <p>For the status of your complaint , you may contact thru:</p> <p>Telephone: : 8733-0010 loc. 211</p> <p>Email: personnel.foncr@dswd.gov.ph</p>
Contact Information	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8888</p>

General Administrative Services Division

1 Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed in the issuance of new Property Acknowledgement Receipt duly signed by the new accountable person as warranted for the cancellation of property accountability of the previous accountable person.

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBUs designated Property / Supply Custodian through PREMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly accomplished request for FETS	1.1 Validate submitted duly accomplished FETS 1.2 Validate FETS by designated Property / Supply Custodian in PREMIS per submitted FETS request 1.3 Approve request in PREMIS 1.4 Accomplish the 'encoded by' portion in the submitted FETS request 1.5 Generate and print 2 copies	None	40 minutes	

	<p>of PAR (Acquisition cost of 15,000 above), 2 copies of ICS (acquisition cost below 15,000). If end user is COS worker, 2 copies or Undertaking shall be accomplished</p> <p>1.6 Generate and print barcode sticker and attach to printed PAR/ICS</p> <p>1.7 Record in the logbook details of transferred properties per printed PAR/ICS</p> <p>1.8 Forward PAR/ICS to concerned OBSUs for signatures of previous accountable person and the new accountable person</p>			
2 Return duly accomplished PAR /ICS or Undertaking and attach the barcode sticker to the property in its most visible part	<p>2.1 Validate the document if property accomplished for the approval of Division Chief</p> <p>2.2 Approved duly accomplished</p>	<p>None</p> <p>None</p>	<p>15 min</p> <p>3 min</p>	

	document			
	2.3 Provide 1 copy of approved PAR / ICS or undertaking to new accountable person	None	30 min	
	2.4 Update record of approval in PREMIS			
	2.5 Scan and upload the approved PAR/ICS and undertaking			
	2.6 File approved PAR/ICS and Undertaking of the accountable person for reference			
TOTAL		None	1 hr 28 min	

2 Issuance of Sticker Pass

Facilitate the issuance of sticker pass for equipment moved from one location to another

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Portable Equipment Sticker Pass		PAMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fully accomplished PESP form	2.1 Receipt of duplicate copies of accomplished request for Portable Equipment Sticker Pass (PESP). Record in the incoming logbook	None	1 min	<i>PAMS staff</i>
	2.2 Review and validate accomplished request PESP form. Verified completeness of information as stated in the request. Check status of employment of end-user. Update expiration date of sticker in PREMIS		3 Min	<i>PAMS staff</i>
	2.3 Assignment of control number		1 min	<i>PAMS Staff</i>

	for PESP			
	2.4 Approval of accomplished request PESP form		1 min	<i>Division Chief / Property</i>
	2.5 Accomplishment of PESP form (Printed Sticker)		2 mins	<i>PAMS Staff</i>
	2.6 Approval of the PESP (sticker). Issued / pasted sticker in the subject equipment		1 min	<i>PAMS staff</i>
	2.7 Recording of equipment details. Recorded accomplished PESP		30 secs	<i>PAMS staff</i>
	2.8 Issuance of PESP to end user. Issued PESP to end user		1 min	<i>PAMS staff</i>
	2.9 Securing copy of approved request for PESP for filing 1 copy for reference PAMS 1 copy for end-user		1 min	<i>PAMS staff</i>
TOTAL		None	10 mins & 30 seconds	

3 Recording, Documentation and Issuance of Expendable or Consumable Supplies

Release of Supplies from Warehouse to end-user per approved request

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD OSUs, D/U/S/CRCFs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition & Issue Slip (4 copies)		OSUs, D/U/S/CRCFs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approved RIS (with RIS number & signed by end user's supervisor & GASD CA)	1. Receipt of 4 copies of Requisition Issue Slip (RIS). Verified the completeness of Requisition Issuance Slip	None	2 min	<i>PAMS Staff</i>
2 Proceed to PAMS	2 Assign RIS number. Numbered RIS. Approval of Chief Admin Officer	None	2 min	<i>PAMS staff</i>
3 Proceed to warehouse	3.1 Endorsement of RIS to warehouse for releasing. Forwarded RIS to storekeeper	None	4 Mins	<i>PAMS staff</i>
	3.2 Review accomplished RIS and availability of supplies. Check availability of stocks. If not available, notify end-user		15 min	<i>PAMS staff</i>

	3.3 Issuance of requested office supplies to requesting party		10 min	<i>PAMS Staff</i>
	3.4 Affix signature of end user for supplies received accomplished RIS form. Signature of AA IV for issued supplies		2 min	<i>PAMS staff</i>
	3.5 Secure 3 copies of accomplished RIS form from end user. Provide copy of RIS to end user. Physical inventory reconciled with bin cards		1 min	<i>PAMS staff</i>
	3.6 Secure 2 copies of approved RIS		1 min	<i>PAMS staff</i>
	3.7 Endorse accomplished RIS to guard on duty (1 photocopy)		1 min	<i>PAMS staff</i>
	3.8 Reconciled with Physical Inventory		5 mins	<i>Storekeeper / Admin Aide IV PAMS</i>
TOTAL		None	41 mins	

4 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, non-provision of capital outlay and other exigencies.

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD OSUs, D/U/S/CRCFs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Memorandum requesting for issuance of property		OBSUs/ personnel		
2. Two (2) copies of Furniture and Equipment Transfer Slip (FETS)		AS-PAMS		
3. Two (2) copies of Property Accountability Receipt (PAR) or Inventory Custodian Slip (ICS)		AS-PAMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Prepare request letter for needed property / equipment. Provide specifications of equipment, quantity, purpose, and to whom this will be assigned	1 verify, review request for equipment or property. Inform PBSU for availability or non-availability of items being requested. Approval of FETS for confirmation of transfer	None	35 mins	<i>PAMS staff</i>
2 Sign FETS of the recipient office or accountable person for re-issuance of item	2 update PREMIS and generate PAR or ICS	None	40 min	<i>PAMS staff</i>
3 Confirm acceptance of property / equipment by signing the PAR/ ICS	3 Physical issuance of property or equipment. Provide copy of PAR / ICS to accountable person	None	20 min	<i>PAMS staff</i>
TOTAL		None	1 hr 35 min	

5 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-PAMS to facilitate the request upon submission of pertinent documents by the concerned Accountable Officer.

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	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)		PAMS		
2. One (1) original copy of notarized Affidavit of Loss		Client		
3. One (1) original copy of notarized Joint Affidavit of two disinterested persons		Client		
4. One (1) original copy of Police Report		Client		
5. One (1) original copy of Comments from Head Cluster		Client		
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by natural calamity or insurgency		Client		
7. One (1) original copy of Inspection Report of Damaged Property		Client		
8. One (1) photocopy of Property Acknowledgement Report (PAR) / Inventory Custodian Slip (ICS)		PAMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents on request for relief from accountability	1.1 Forward request to Chief Administrative officer	None	5 min	<i>PAMS staff</i>
	1.2 Review		5 min	<i>Division Chief</i>

	documents and delegate to PAMS technical Staff			
	1.3 Review and prepare Memorandum for signature of Regional Director for the undertaking of the request for relief from accountability in accordance with COA guidelines		40 min	<i>PAMS Technical staff</i>
2	Submit documentary requirement to COA <ul style="list-style-type: none"> - RLSDDP - Affidavit of Loss of 2 disinterested persons - Affidavit of Loss – Comment of Cluster head - Police blotter and certification (if applicable) - Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency - Inspection report of 		2 hrs	<i>PAMS Technical Staff</i>

Damaged Property - Copy of Property Acknowledgment Receipt (PAR) / Inventory Custodian (ICS)				
3 Upon receipt of COA decision request for assistance from PAMS as to settlement of accountability in accordance with COA's decision	3 If request is granted, prepare memorandum endorsing the COA decision to Finance Division for dropping lost property, duly signed by the Regional Director from the Books of Accounts. Copy furnished the Accountable officer	None	2 hrs	<i>PAMS Technical Staff</i>
4 Submit replacement of unit in accordance with COA decision	4.1 Request presence of Auditor or representative during inspection of replaced item 4.2 Assess the specifications of replacement 4.3 Accept replacement upon concurred of COA representative 4.4 Prepare documentation / update record in PREMIS	None	1 hr 1 hr 1 hr	<i>PAMS Technical staff</i>

	4.5 Prepare Memorandum to Finance Division and COA on acceptance of offered replacement of item for reference and recording in the Books of Accounts			
5 Pay the value of property in accordance with COA's decision	5.1 Provide assistance as to the mode of payment 5.2 Prepare Memorandum to Finance Division for the receipt of payment 5.3 Prepare Memorandum to HRMDS-Personnel for the deduction of the amount of property reimbursed in accordance with COA's decision 5.4 Prepare documentation / update record in PREMIS	None	2 hrs	<i>PAMS Technical staff</i>
TOTAL		None	9 hrs 40 min	

6 Facilitation of Request for Relief from Property Accountability through reimbursement / Replacement

Process is undertaken upon lost, damaged / destroyed property issued to employees, caused by theft / robbery, fire, other than force majeure (whereas loss may be credited). Accountable officer may request for the replacement or reimbursement of the money value of lost property or payment for cost of repair to damaged property within 30 days from the occurrence of loss.

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	DSWD Employees and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 One (1) copy of duly accomplished Report of Loss, Stolen, Damaged/Destroyed Property (RLSDDP), with proof of submission to COA		PAMS through PREMIS		
2 One (1) copy of Incident Report for the lost property of Accountable Officer		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of documents to COA and to Regional Director. - RLSDDP - Incident Report - Memorandum Request for Relief from Property Accountability - Police Report / Brgy	1.1 Secure accomplished RLSDDP from client. Gather documents submitted to COA and the Regional Director	None	5 min	<i>PAMS Staff</i>
	1.2 Validate / review the RLSDDP with Request for Relief from Accountability, other attachments from Police / Brgy. Report			
	1.3 Delegate request to		5 min	<i>Division Chief</i>

	concerned PAMS staff to facilitate recommendation from Regional Director / COA or approval of request			
2 Submit compliance per recommendation of COA / replacement or reimbursement	2.1 Secure copy of approved request for Relief from Accountability by replacement or reimbursement	None	3 min	
	2.2 Assist the Accountable person for the issuance of Order of Payment from Accounting Division	None	20 min	
	2.3 Assist the accountable person for the issuance of Official receipt of Payment from Cash Section		15 min	
	2.4 Update PREMIS for the Settlement of property accountability			
	2.5 Replacement: Inspection of Property / equipment being replaced. If not complied – return to accountable officer for		20 min	

	<p>compliance. If compliant, update report in PREMIS</p> <p>2.6 Provide copy to COA on transactions made for replacement or reimbursement</p> <p>2.7 Provide copy to FMS on acceptance of reimbursement or replacement and transactions made for delisting of lost property in the Books of Accounts</p>		<p>10 min</p> <p>10 min</p>	
TOTAL		None	1 hr 28 min	

7 Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to OSU and Field Offices in areas of Property, Assets Management and Supply (Warehouse Management) to capacitate designated Property Officer/Custodian in accordance with Guidelines provided for along with the facilitation of Land Titling

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	DSWD Offices/ DSWD Designated Property Officer / Custodian, Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.One (1) original copy of Request for Technical Assistance		DSWD OBSU/Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit request for Technical Assistance indicating concerns, topics relevant to queries and clarifications	1.1 Acknowledge request and forward to PAMS Chief Administrative Officer	None	15 min	<i>PAMS Staff</i>
	1.2 Review request and check availability of technical staff for TA			
	1.3 Check date of the conduct of activity. Designate technical staff in the conduct of TA			
	1.4 Response to request and confirmation of		3 days	<i>PAMS Technical Staff</i>

	date of TA to requesting party 1.5 Prepare Special Order (if Field Office) for the period of Technical Assistance 1.6 Prepare the needed documents and materials for the conduct of Technical Assistance. 1.7 Conduct of Technical Assistance on the scheduled date		1 day for OBSU / 4 days for Field Office	<i>PAMS Technical staff</i>
2 Accomplish Technical Assistance Evaluation Form	4.2 Receive accomplished technical Assistance Form 4.3 Consolidate TA Evaluation Forms 4.4 Prepare Feedback Report for submission to Division Chief 4.5 Provide copy of Feedback report to Requesting party	None	10 min 5 days upon return 30 mins 5 min	<i>PAMS Staff</i> <i>PAMS Staff</i> <i>PAMS Staff</i>
TOTAL		None	12 days, 1 hour & 50 minutes	

8 Request for Use and Monitoring of Vehicle

The Administrative Division-General Service Section shall ensure the efficient provision of transportation requirements and safe conveyance of the officials, personnel and staff and goods especially that additional needs are required during the pandemic.

Daily requests of the use of vehicle are being processed as long as there is an availability of vehicles with a “first-come first-serve” basis and/or through prioritization. Other requests are made directly to Admin Division as per advice by the top management and as needed.

Office or Division:	Administrative Service-Property, Assets Management and Supply (AS PAMS)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		GSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the filled-out Request Form (Use of Vehicle)	1.1 Review and stamp “Receive: in the receiving copy	None	1-2 mins	<i>GSS Dispatcher</i>
	1.2 Request Approval from the General Service Section (GSS) and Administrative Division Chief		2 mins	<i>Administrative Aide IV (Driver) and/or Administrative Aide I / DSS Dispatcher</i>
	1.3 Conduct Inspection / BLOW BAGETS in vehicles (Brakes, Lights, Oil, Water, Battery, Air, Gas, Engine, Tire and Self)		5 mins	<i>Administrative Aide IV / Driver</i>

	1.4 Preparation of Trip Tickets / Travel Order		1 min per vehicle	<i>Administrative Aide I (GSS) / GSS Dispatcher</i>
	1.5 Request for provision of Gasoline and processing		2 mins	<i>Administrative Assistant III (GSS)</i>
	1.6 Schedule of Trips / Travel based on the request		2 mins	<i>Administrative Aide I (GSS)</i>
	1.7 Review the current schedule of availability of vehicle and assign to concerned driver		1 day	<i>GSS Dispatcher</i>
	1.8 Advise driver of his trip			
	1.9 Inform the requesting party of the availability of vehicle and driver assignment			
	1.10 Prepare trip ticket / travel order			
	1.11 If not available, prepare certification of no available vehicle		30 min	<i>GSS Dispatcher</i>
	1.12 Sign the certification			<i>GSS Section Head</i>
	1.13 Issue the certification			
TOTAL		None	½ day and 44 mins	

9 Procurement under Agency to Agency

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **AGENCY TO AGENCY** (Section 53.5) **base on the 2016 Implementing Rules and Regulation of RA 9184.**

Office or Division:	Procurement Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
Approved Project Proposal (if applicable) (<i>4 copies</i>)		Concerned End User/s		
Approved Terms of Reference (if Applicable)		Concerned End User/s		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Secretariat checks the inclusion of the procurement projects in the</p>	None	Three (3) Calendar Days	<i>End Users/BAC Sec/Procurement Section - Buyer</i>

	<p>PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section's Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference.</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further compliance.</i></p>			
2Processing of PR	If found in order, the Buyer /Canvasser return the documents to the Procurement	None	One (1) Calendar Days	<i>Designated Procurement Staff/ Procurement Officer/Buyer</i>

	<p>Section's Receiving Staff to update the PMT and 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>			
3 Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, BAC Sec Staff review 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 is technically, legally and financially capable to deliver</p>	None	Ten (10) Calendar Days	<i>BAC Secretariat/ Concerned Government Agency/End User</i>

	<p>the goods and in accordance with the provision of RA 9184 and its IRR.</p> <p>The BAC Secretariat staff shall proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO NCR who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the End User Unit/s, and recommend to the BAC their findings and recommendation.</p> <p>Prior to its award, the End User Unit/s to conduct negotiation meeting with the servicing agency to discuss the terms and conditions of the contract.</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending</p>			
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	<p>adoption of Agency to Agency modality and award of contract to previously awarded servicing agency. 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 BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of Memorandum of Understanding (MOU)/APR/PO.</p>			
4 Preparation of	Endorsement to End User Unit	None	Three (3)	<i>Procurement Section-CMT/End Users</i>

Memorandum of Understanding(MOU /Agency Procurement Request (APR)/Purchase Order(PO)/Obligation Request Status (ORS)	<p>(OBSUs) concerned for preparation of Obligation Request Status (ORS)</p> <p>Procurement Section – Contract Management Team prepares and facilitate the issuance of MPU/PO/APR.</p> <p>Upon receipt of the complete documents, e.g., CTC of the BAC Resolution, PR and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from</p>		working days	
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	CRCF, the concerned CRCF procurement focal shall prepare the necessary MOU/PO/APR and ORS and facilitate the processing.			
5 Receipt of Funded MOU/PO/APR	Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider.	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement Focal</i>
6 Preparation of DV/Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher,</p>	None	Three (3) working days	<i>End User Units</i>

	processing and facilitation of payment to the supplier/contractor . For CRCF, their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor			
TOTAL		None	23 days 9does not include processing time from different offices)	

10 Procurement under Direct Contracting

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **DIRECT CONTRACTING** (Section 50) **base on the 2016 Implementing Rules and Regulation of RA 9184.**

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
Approved Project Proposal (if applicable) (<i>4 copies</i>)		Concerned End User/s		
Approved Terms of Reference (if Applicable)		Concerned End User/s with TA from GSS (if necessary)		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Secretariat checks the inclusion of the procurement projects in the</p>	None	Three (3) Calendar Days	<i>End Users/BAC Sec/Procurement Section - Buyer</i>

	<p>PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section's Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference.</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further compliance.</i></p>			
2 Preparation of RFQ/ Canvassing	<p>If found in order:</p> <p>For PR receipt</p>	None	Three (3) Calendar Days	<i>Designated Procurement Staff/ Procurement</i>

	<p>from FO offices</p> <p>The Buyer/Canvasser shall then prepare the Request for Quotation (RFQ) and ensure that the specific requirements indicated in the PR are consistent with the approved TOR and/or supporting documents.</p> <p>For PR receipt from C/RCF</p> <ul style="list-style-type: none"> - PR from C/RCF shall be received with 3 RFQ prepared with one (1) signed by their respective canvasser/ procurement focal. <p>The Buyer, thereafter endorses the documents to the Procurement Section-Receiving Staff for the approval and signing of RFQ/RFP of the OIC-Procurement Section and the updating of the PMT. Once approved and</p>			Officer/Buyer
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	<p>signed Buyer shall facilitate the procurement process and send request to the Direct Contractor, Manufacturer, Supplier identified by the End User Unit concerned in its market survey (if applicable), to submit price quotations/ proposal including the terms and condition of sales, and certifications that proves exclusive dealership.</p> <p>The Buyer, 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>			
3 Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of</p>	None	Ten (10) Calendar Days	<i>BAC Secretariat/ Service Provider/End User</i>

	<p>the documents, BAC Sec Staff review and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable of delivering the goods.</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of Direct Contracting modality and award of contract to the supplier. Likewise, the Notice of award is also prepared. The BAC Resolution and 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.</p> <p>Upon receipt of the duly signed</p>			
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	NOA, the BAC Sec. Staff serve it at once to the awarded service supplier or contractor. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of Purchase Order/Contract.			
4 Preparation of Purchase Order (PO)/Obligation Request Status (ORS)	<p>Endorsement to End User Unit (OBSUs) concerned for preparation of Obligation Request Status (ORS)</p> <p>Procurement Section – Contract Management Team prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., CTC of the BAC</p>	None	Three (3) working days	<i>Procurement Section- CMT/End Users</i>

	<p>Resolution, PR and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
5 Receipt of Funded PO/Contract	<p>Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement Focal</i>

	<p>serves immediately to the service provider.</p> <p>PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation of the same.</p>			
6 Supply and Delivery	<p>For the delivery of goods, the Procurement Section – Contract Management Team/ Procurement Focal Staff (CRCF) must coordinate with PSAMS (Property, Supply and Assets Management Section) or its counterpart in the CRCF on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for inspection (RFI) addressed to its respective Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/PSAMS /Inspection Committee</i>

	delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to Procurement Section – Contract Management, which will be the basis for the preparation of Disbursement Voucher (DV).			
7 Preparation of DV/Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/contractor .</p>	None	Three (3) working days	<i>End User Units</i>

	For CRCF, their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor			
TOTAL		None	28 Calendar Days <i>(does not includes processing time from different offices)</i>	

11 Procurement under Emergency Cases

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **Negotiated Procurement: EMERGENCY CASES** (Section 53.2) **base on the 2016 Implementing Rules and Regulation of RA 9184.**

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
Approved Request identifying the emergency sought to be addressed		Concerned End User/s		
Certificate of Non-Availability of Supplies (4 copies)		Concerned End-User/s and Supply Officer / PSAMS		
Approved Terms of Reference (if Applicable)		Concerned End User/s with TA from GSS (if necessary)		
Pre and post Inspection Report (Repair)		Concerned End User/s and Gen. Services Section (GSS)		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Secretariat checks the inclusion of the</p>	None	Three (3) Calendar Days	<i>End Users/BAC Sec/Procurement Section - Buyer</i>

	<p>procurement projects in the PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section's Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets), records and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference/Technical Assistance. (if applicable)</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further</i></p>			
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	<i>compliance.</i>			
2 Preparation of RFQ/ Canvassing	<p>If found in order, the Buyer/ Canvasser shall then prepare the Request for Quotation (RFQ) and ensure that the specific requirements indicated in the 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 Procurement Section- Receiving Staff for the approval and signing of RFQ/RFP of the OIC-Procurement Section and the updating of the PMT. The Procurement Section- Receiving Staff shall return the documents to the Buyer to facilitate the procurement process and send request to prospective service provider to submit price quotations/ proposal that is responsive to the minimum</p>	None	Three (3) Calendar Days	<i>Designated Procurement Staff/ Procurement Officer/Buyer</i>

	<p>technical specification set by the End User Unit.</p> <p>The Buyer, 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 legally, technically and financially capable supplier, service provider, contractor and consultant.</p> <p>Upon receipt of the price quotations/proposal, BAC Sec Staff shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO NCR who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the End User Unit/s, and</p>			
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	recommend to the BAC their findings.			
3 Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, the BAC Sec Staff review 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 Secretariat Staff shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement – 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) is also prepared in cases</p>	None	Ten (10) Calendar Days	<i>BAC Secretariat/ Service Provider/End User</i>

	<p>of infrastructure projects/consulting services. The BAC Resolution and 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.</p> <p>Upon receipt of the duly signed NOA, the BAC Sec. Staff serve it at once to the awarded service provider and consultant. The BAC Secretariat Staff shall endorse the approved BAC Resolution with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of Purchase</p>			
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	Order/Contract.			
4 Preparation of Purchase Order (PO)/Obligation Request Status (ORS)	Endorsement to End User Unit (OBSUs) concerned for preparation of Obligation Request Status (ORS) Procurement Section – Contract Management Team prepares and facilitate the issuance of PO/Contract. Upon receipt of the complete documents, e.g., CTC of BAC Resolution, PR, and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.	None	Three (3) working days	<i>Procurement Section-CMT/End Users</i>

	However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.			
5 Receipt of Funded PO/Contract	<p>Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider.</p> <p>PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation of the same.</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement Focal</i>
6 Supply and Delivery	For the delivery of goods, the Procurement Section – Contract Management Team/Procurement Focal Staff (CRCF) must coordinate with PSAMS (Property, Supply and Assets Management Section) or its counterpart in the	None	Three (3) working days	<i>Procurement Section – Contract Management Team/PSAMS /Inspection Committee</i>

	<p>CRCF on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for inspection (RFI) addressed to its respective 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 Procurement Section – Contract Management, which will be the basis for the preparation of Disbursement Voucher (DV).</p>			
7 Preparation of DV/Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Stat</p>	None	Three (3) working days	<i>End User Units</i>

	<p>ement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/consultant.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant.</p>			
TOTAL		None	28 Calendar Days <i>(does not includes processing time from different offices)</i>	

12 Procurement under Lease of Real Property and Venue

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **Negotiated Procurement: LEASE OF REAL PROPERTY AND VENUE** (Section 53.10) base on the 2016 Implementing Rules and Regulation of RA 9184.

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
Approved Project Proposal (if applicable) (<i>4 copies</i>)		Concerned End User/s		
Approved Terms of Reference (if Applicable)		Concerned End User/s with TA from GSS (if necessary)		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Secretariat checks the inclusion of the procurement</p>	None	Three (3) Calendar Days	<i>End Users/BAC Sec/Procurement Section - Buyer</i>

	<p>projects in the PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section's Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Buyer/Canvasser for the thorough review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (if applicable)</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further compliance.</i></p>			
2Preparation of RFQ/	If found in order:	None	Three (3) Calendar	<i>Designated Procurement Staff/</i>

Canvassing	<p>For PR receipt from FO offices</p> <p>The Buyer/Canvasser shall then prepare the Request for Quotation (RFQ) and ensure that the specific requirements indicated in the PR are consistent with the approved TOR and/or supporting documents.</p> <p>For PR receipt from C/RCF</p> <ul style="list-style-type: none"> - PR from C/RCF shall be received with 3 RFQ prepared with one (1) signed by their respective canvasser/procurement focal. <p>The Buyer, thereafter endorses the documents to the Procurement Section-Receiving Staff for the approval and signing of RFQ/RFP of the OIC-Procurement Section and the updating of the PMT. Once</p>		Days	Procurement Officer/Buyer
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	<p>approved and signed Buyer shall facilitate the procurement process and send request to prospective service provider to submit price quotations/ proposal that is responsive to the minimum technical specification set by the End User Unit.</p> <p>The Buyer, 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 service provider.</p> <p>Upon receipt of the price quotations/proposal, BAC Sec Staff shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO NCR who will examine and</p>			
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	<p>evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the End User Unit/s, and recommend to the BAC their findings.</p>			
3Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the supplier/service provider/contractor and consultant with Lowest Calculated and Responsive Quotations/Highest Rated Responsive Bidders for Consultancy. Likewise, the Notice of award is also prepared in</p>	None	Ten (10) Calendar Days	<i>BAC Secretariat/ Service Provider/End User</i>

	<p>cases of infrastructure projects/consulting services. The BAC Resolution and 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.</p> <p>Upon receipt of the duly signed NOA, the BAC Sec. Staff serve it at once to the awarded service provider and consultant. The BAC Secretariat Staff shall endorse the approved BAC Resolution with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of</p>			
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	Purchase Order/Contract.			
4 Preparation of Purchase Order (PO)/Obligation Request Status (ORS)	<p>Endorsement to End User Unit (OBSUs) concerned for preparation of Obligation Request Status (ORS)</p> <p>Procurement Section – Contract Management Team prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., AOC, PR, and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p>	None	Three (3) working days	<i>Procurement Section-CMT/End Users</i>

	However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.			
5 Receipt of Funded PO/Contract	<p>Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider.</p> <p>PO/Contract of CRCF shall be endorsed to its concerned procurement focal for the facilitation of the same.</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement Focal</i>
6 Contract Implementation	The End User Unit/s shall monitor the implementation of the project. The issuance of certification of service rendered shall be issued by the end user unit which shall be the basis for the preparation of Disbursement	None	Three (3) working days	<i>End User Units</i>

	Voucher for processing of payment			
7 Preparation of DV/Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/consultant.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant.</p>	None	Three (3) working days	<i>End User Units</i>
TOTAL		None	28 Calendar Days (does not includes processing time from different offices)	

13 Procurement of Repeat Order

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **REPEAT ORDER** (Section 51) **base on the 2016 Implementing Rules and Regulation of RA 9184.**

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
CTC of Previous Contract (<i>4 copies</i>)		Concerned End User/s		
Approved Terms of Reference (if Applicable)		Concerned End User/s		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Secretariat checks the inclusion of the procurement projects in the</p>	None	Three (3) Calendar Days	End Users/BAC Sec/Procurement Section – Buyer/Canvasser

	<p>PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets), record and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference /Technical Assistance.</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further</i></p>			
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	<i>action and compliance.</i>			
2Processing of PR	If found in order, the Buyer/Canvasser return the documents to the Procurement Receiving Staff to update the PMT and 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.	None	Three (3) Calendar Days	<i>Procurement Section/Buyer</i>
3Awarding of Contract/PO	Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA) Upon receipt of the documents, BAC Sec Staff review and verifies the veracity and completeness of the documents e.g. justification, market	None	Ten (10) Calendar Days	BAC Secretariat

	<p>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 RA 9184 and its IRR.</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of Repeat Order modality and award of contract to previously awarded supplier/ service provide/ 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</p>			
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	<p>BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Staff serves it at once to the awarded supplier or contractor. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of PO/Contract.</p>			
4 Preparation of Memorandum of Understanding(MOU /Agency Procurement Request (APR)/Purchase Order(PO)/Obligation Request Status (ORS)	<p>Endorsement to End User Unit (OBSUs) concerned for preparation of Obligation Request Status (ORS)</p> <p>Procurement Section – Contract Management Team prepares and facilitate the</p>	None	Three (3) working days	Procurement Section-CMT/End Users

	<p>issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., CTC of the BAC Resolution, PR and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
5 Receipt of Funded MOU/PO/APR	Upon receipt of the duly funded PO/Contract, the Procurement	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-</i>

	<p>Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>			<i>Procurement Focal/Supplier</i>
6 Supply and Delivery	<p>For the delivery of goods, the Procurement Section – Contract Management Team/Procurement Focal Staff (CRCF) must coordinate with PSAMS (Property, Supply and Assets Management Section) or its counterpart in the CRCF on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for inspection (RFI) addressed to its respective Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods</p>	None	Three (3) working days	<i>Procurement Section-CMT/PSAMS/ Inspection Committee</i>

	according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to Procurement Section – Contract Management, which will be the basis for the preparation of Disbursement Voucher (DV).			
7 Facilitation of DV/Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/contractor .</p> <p>For CRCF, their</p>	None	Three (3) working days	<i>End User Units</i>

	respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor .			
TOTAL		None	Calendar Days (does not includes processing time from different offices)	

14 Procurement under Shopping under Section 52.1 (B)

This process covers the streamlined procedures for the procurement of **Goods** under the modality of **SHOPPING under Section 52.1 (B) base on the 2016 Implementing Rules and Regulation of RA 9184.**

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
Approved Project Proposal (if applicable) (<i>4 copies</i>)		Concerned End User/s		
Certificate of Non-Availability of Supplies (<i>4 copies</i>)		Concerned End User/s, PSAMS		
Approved Terms of Reference (if Applicable)		Concerned End User/s		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Sec checks the inclusion of the procurement projects in the</p>	None	Three (3) Calendar Days	<i>End Users/BAC Sec/Procurement Section - Buyer</i>

	<p>PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section's PR Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (if applicable)</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further compliance.</i></p>			
2Preparation of RFQ	<p>If found in order:</p> <p>For PR receipt from FO offices</p>	None	One (1) Calendar Day	Designated Procurement Staff/ Procurement Officer/Buyer

	<p>The Buyer/Canvasser shall then prepare the Request for Quotation (RFQ) and ensure that the specific requirements indicated in the PR are consistent with the approved TOR and/or supporting documents.</p> <p>For PR receipt from C/RCF</p> <p>PR from C/RCF shall be received with 3 RFQ prepared with one (1) signed by their respective canvasser/procurement focal.</p> <p>The Buyer then endorses the documents to the OIC of Procurement Section for the approval and signing of the RFQ. Once signed, the buyer endorsed the documents to the PR receiving staff for updating of PMT and then endorses to the BAC, through its Secretariat a transmittal memorandum requesting for the</p>			
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	<p>BAC to proceed with the posting at PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO NCR 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 (Php 1M) and/or for the BAC to proceeds with the evaluation for the procurement transactions with ABC below Fifty Thousand Pesos (Php 50,000.00).</p>			
<p>3 Posting of RFQ (BAC Process)/ Canvassing</p>	<p>Posting at PhilGEPS and DSWD Websites and Preparation of BAC Resolution and Issuance of Notice of Award (NOA).</p> <p>Purchase Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and then endorse to the Procurement Section-Buyer to secure quotation</p>	None	Three (3) to Seven (7) calendar days	<p><i>BAC Sec/Procurement- Buyer/End User Unit/TWG</i></p>

	<p>within three (3) to seven (7) calendar days or on the scheduled date of the deadline for the submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/proposals, BAC Sec Staff shall conduct evaluation, review 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 RA 9184 and its 2016 IRR</p> <p>However, if the BAC Secretariat staff could not proceed to evaluate the submitted price quotations/proposals, BAC Sec Staff shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO NCR who will examine and</p>			
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	<p>evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the End User Unit/s, and recommend to the BAC their findings.</p>			
4. Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Staff shall then prepare the BAC Abstract of Canvass (AOC)/ Abstract of Quotations recommending adoption of the Shopping modality and award of contract to the supplier/service provider/contractor and consultant with Lowest Calculated and Responsive Quotations. The AOC/AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and</p>	None	Seven (7) Calendar Days	<i>BAC Secretariat/ Service Provider/End User</i>

	<p>signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HOPE).</p> <p>The BAC Secretariat Staff shall endorse the approved BAC AOC/AOQ with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of Purchase Order.</p>			
5 Preparation of Purchase Order (PO)/Obligation Request Status (ORS)	<p>Endorsement to End User Unit (OBSUs) concerned for preparation of Obligation Request Status (ORS)</p> <p>Procurement Section – Contract Management Team prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete</p>	None	Three (3) working days	<i>Procurement Section-CMT/End User</i>

	<p>documents, e.g., certified true copies of the AOC/AOQ, PR, and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the end-user concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the said document shall be indorsed to its respective CRCF procurement focal for the preparation of PO/Contract and ORS and facilitate the processing.</p>			
6 Receipt of the Funded PO/Contract	Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management	None	Three (3) working days	<i>Procurement Section – CMT/ CRCF- Procurement Focal</i>

	<p>Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.</p> <p>Yet, PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation of the same.</p>			
7 Supply and Delivery	<p>For the delivery of goods, the Procurement Section – Contract Management Team/Procurement Focal Staff (CRCF) must coordinate with PSAMS (Property, Supply and Assets Management Section) or its counterpart in the CRCF on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for inspection (RFI) addressed to its respective Inspection Committee.</p> <p>The Inspection Committee shall inspect and</p>	None	Three (3) working days	<i>Procurement Section- CMT/PSAMS/ Inspection Committee</i>

	<p>examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to Procurement Section – Contract Management, which will be the basis for the preparation of Disbursement Voucher (DV).</p>			
8 Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/consultan</p>	None	Three (3) working days	<i>End User Units</i>

	t. For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant.			
TOTAL		None	: 13 days and 42 minutes <i>(does not includes processing time from different offices)</i>	

15 Procurement under Small Value Procurement

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **Negotiated Procurement: SMALL VALUE PROCUREMENT** (Section 53.10) base on the 2016 Implementing Rules and Regulation of RA 9184.

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>)		Concerned End User/s		
Approved Project Proposal (if applicable) (<i>4 copies</i>)		Concerned End User/s		
Certificate of Non-Availability of Supplies (<i>4 copies</i>)		Concerned End User/s and Supply Officer / PSAMS		
Approved Terms of Reference (if Applicable)		Concerned End User/s with TA from GSS (if necessary)		
Pre and post Inspection Report (<i>Repair</i>)		Concerned End User/s and Gen. Services Section (GSS)		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools. BAC Sec checks	None	Three (3) Calendar Days	End Users/BAC Sec/Procurement Section - Buyer

	<p>the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section- Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference.</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further compliance.</i></p>			
2Preparation of RFQ	If found in order:	None	One (1) Calendar Day	Procurement Section - Buyer

	<p>For PR receipt from FO offices</p> <p>The Buyer/Canvasser shall then prepare the Request for Quotation (RFQ) and ensure that the specific requirements indicated in the PR are consistent with the approved TOR and/or supporting documents.</p> <p>For PR receipt from C/RCF</p> <p>PR from C/RCF shall be received with 3 RFQ prepared with one (1) signed by their respective canvasser/procurement focal.</p> <p>The Buyer then endorses the documents to the OIC of Procurement Section for the approval and signing of the RFQ. Once signed, the buyer endorsed the documents to the PR receiving staff for updating of PMT and then endorses to the BAC, through its Secretariat a transmittal</p>			
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	<p>memorandum requesting for the BAC to proceed with the posting at PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO NCR 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 (Php 1M) and/or for the BAC to proceeds with the evaluation for the procurement transactions with ABC below Fifty Thousand Pesos (Php 50,000.00).</p>			
3 Posting of RFQ / Canvassing	<p>Posting at PhilGEPS and DSWD Websites and Preparation of BAC Resolution and Issuance of Notice of Award (NOA).</p> <p>Purchase Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places and then endorse to the Procurement</p>	None	Three (3) to Seven (7) calendar days	<p><i>BAC Sec/Procurement-Buyer/End User Unit/TWG</i></p>

	<p>Section-Buyer to secure quotation within three (3) to seven (7) calendar days or on the scheduled date of the deadline for the submission and receipt of quotations/proposals.</p> <p>Upon receipt of the price quotations/proposals, BAC Sec Staff shall conduct evaluation, review 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 RA 9184 and its 2016 IRR</p> <p>However, if the BAC Secretariat staff could not proceed to evaluate the submitted price quotations/proposals, BAC Sec Staff shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO</p>			
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	NCR who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the End User Unit/s, and recommend to the BAC their findings.			
4 Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Staff 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 Quotations/Highest Rated Responsive Bidders for Consultancy.</p>	None	Seven (7) Calendar Days	<i>BAC Secretariat/ Service Provider/End User</i>

	<p>Likewise, the Notice of award is also prepared in cases of infrastructure projects/consulting services. The BAC Resolution and 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.</p> <p>Upon receipt of the duly signed NOA, the BAC Sec. Staff serve it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete document to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management</p>			
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	Team for the preparation of Purchase Order.			
5 Preparation of Purchase Order (PO)/Obligation Request Status (ORS)	<p>Endorsement to End User Unit (OBSUs) concerned for preparation of Obligation Request Status (ORS)</p> <p>Procurement Section – Contract Management Team prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., certified true copies of the BAC Reso, PR, and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team Leader for review, preparation of executive summary, and endorse to the end-user concerned the entire documents for the preparation</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement Focal</i>

	<p>and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
6 Receipt of the Funded PO/Contract	<p>Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.</p> <p>Yet, PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation of the same.</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement Focal</i>
7 Supply and Delivery	<p>For the delivery of goods, the Procurement Section – Contract Management Team/Procurement Focal Staff (CRCF) must coordinate with PSAMS (Property, Supply and</p>	None	Three (3) working days	<i>Procurement Section-CMT/PSAMS/Inspection Committee</i>

	<p>Assets Management Section) or its counterpart in the CRCF on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for inspection (RFI) addressed to its respective 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 Procurement Section – Contract Management, which will be the basis for the preparation of Disbursement Voucher (DV).</p>			
8 Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery</p>	None	Three (3) working days	<i>End User Units</i>

	<p>Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/consultant.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant.</p>			
TOTAL		None	26 days to 30 days (does not includes processing time from different offices)	

16 Procurement under Two (2) failed Biddings

This process covers the streamlined procedures for the procurement of **Goods, Consulting Services and Infrastructure Projects** under the modality of **Negotiated Procurement: TWO FAILED BIDDINGS** (Section 53.1) **base on the 2016 Implementing Rules and Regulation of RA 9184.**

Office or Division:	Procurement Section (PS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	DSWD-NCR Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (<i>4 copies</i>) and other documents		Concerned End User/s		
Approved Resolution to undergone the modality of NP-Two Failed Biddings (<i>4 copies</i>)		BAC/BAC Sec		
CTC of Work and Financial Plan/ (<i>1 copy</i>)		Concerned End User/s		
CTC of Project Procurement Management Plan/ (<i>1 copy</i>)		Concerned End User/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Purchase Request	<p>The BAC Secretariat (BAC Sec) received, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Sec checks the inclusion of the procurement projects in the</p>	None	Three (3) Calendar Days	<i>End Users/BAC Sec/Procurement Section - Buyer</i>

	<p>PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Buyer/Canvasser for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference/Technical Assistance.</p> <p><i>If the documents raised an issue the Buyer/Canvasser shall prepare a PR-Action Slip addressed to the End User (OBSUs) concerned, signed by the OIC of Procurement Section for further compliance.</i></p>			
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2Preparation of RFQ	<p>If found in order:</p> <p>The Buyer/Canvasser shall then prepare the Request for Quotation (RFQ) and ensure that the specific requirements indicated in the PR are consistent with the approved TOR and/or supporting documents.</p> <p>The Buyer, thereafter endorses the documents to the Procurement Section-Receiving Staff for the approval and signing of RFQ/RFP of the OIC-Procurement Section and the updating of the PMT and then endorses to the BAC, through its Secretariat with a transmittal memorandum requesting for the BAC to proceed with the posting at PhilGEPS, DSWD Website and conspicuous places within the premises of the DSWD-FO NCR.</p>	None	One (1) Calendar Day	<i>Procurement Section - Buyer</i>
3 Posting at Philgeps / Canvassing	Posting at PhilGEPS and DSWD Websites, Conduct of	None	Three (3) calendar days	<i>BAC Sec/Procurement-Buyer/End User Unit/TWG</i>

	<p>Negotiation and Submission of Best and Final Offer, Conduct Post Qualification</p> <p>Purchase Request which requires posting shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.</p> <p>The Buyer/Canvasser shall invite at least three (3) supplier. Contractors or consultants, including those disqualified in previous biddings for the project, for negotiation 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 prescribe.</p> <p>Any requirements, guidelines, documents,</p>			
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	<p>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 to 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 negotiation, the BAC shall request all supplier, contractor, or consultant in the proceedings to submit, on a specified date, a best offer based on the financial requirements together with their post-</p>			
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	<p>qualifications.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec Staff 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 RA 9184 and its 2016IRR.</p> <p>The BAC Secretariat staff shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO NCR 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</p>			
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	by the End User Unit/s, and recommend to the BAC their findings.			
4Awarding of Contract/PO	<p>Preparation of Abstract of Canvass (AOC)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement – Two Failed Bidding modality and award of contract to the supplier/service provider/contractor and consultant with Lowest Calculated and Responsive Quotations/Highest Rated Responsive Bidders for Consultancy. Likewise, the Notice of award is also prepared in cases of infrastructure projects/consulting services. The BAC Resolution and NOA shall be endorsed to</p>	None	Seven (7) Calendar Days	<i>BAC Secretariat/ Service Provider/End User</i>

	<p>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. Staff serve it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete document to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Management Team for the preparation of Purchase Order/Contract.</p>			
6 Preparation of Purchase Order (PO)/Obligation Request Status	Endorsement to End User Unit (OBSUs) concerned for preparation of	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRC-Procurement</i>

(ORS)	Obligation Request Status (ORS)			Focal/End Users
	<p>Procurement Section – Contract Management Team prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., certified true copies of the BAC Resolution, PR, and other relevant document from the BAC Secretariat, the Procurement Section – Contract Management Team receiving staff updates the PMT and hand it over to the Contract Management Team for review, preparation of executive summary, and endorse to the end-user concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal</p>			

	shall prepare the necessary PO/Contract and ORS and facilitate the processing.			
6 Receipt of the Funded PO/Contract	<p>Upon receipt of the duly funded PO/Contract, the Procurement Section – Contract Management Team shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.</p> <p>Yet, PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation of the same.</p>	None	Three (3) working days	<i>Procurement Section – Contract Management Team/CRCF-Procurement Focal</i>
7 Supply and Delivery	For the delivery of goods, the Procurement Section – Contract Management Team/Procurement Focal Staff (CRCF) must coordinate with PSAMS (Property, Supply and Assets Management Section) or its counterpart in the CRCF on the receiving of the stocks/goods, ensure availability of warehouse	None	Three (3) working days	<i>Procurement Section-CMT/PSAMS/Inspection Committee</i>

	<p>space, and prepare the Request for inspection (RFI) addressed to its respective 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 Procurement Section – Contract Management, which will be the basis for the preparation of Disbursement Voucher (DV).</p>			
8 Payment	<p>Preparation of Disbursement Voucher (DV) for Payment</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the Procurement Section -CMT shall update the</p>	None	Three (3) working days	<i>End User Units</i>

	<p>Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/consultant.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant.</p>			
TOTAL		None	26 days (does not includes processing time from different offices)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback letter addressed to the Chief Administrative Office
How feedbacks are processed	Positive feedback – Commendation Negative Feedback – Corrective measures and monitoring
How complaints are file	Complaint Letter addressed to the Chief Administrative Officer – Administrative Division, DSWD-FO NCR
How complaints are processed	Complaint letter if ever there is a one affecting other concerned units/office, shall be forwarded for appropriate action Reply letter shall be sent to the complainant.
Contact Information	Mr. Kharl T. Aman Chief Administrative Officer, Admin Division Tel. No. 87348653 Email: admin.foncr@dswd.gov.ph Mr. Antonio S. Aficial Administrative Officer V, Procurement Section Tel. No. 87348653/5310-0468 Email: procurement.foncr@dswd.gov.ph
Contact Information of CCB, PCC and ARTA	Contact ng Bayan (CCB) http://contactcenterngbayan.gov.ph/contact-us email@contactcenterng bayan.gov.ph Presidential Complaint Center (PCC) http://op-proper.gov.ph/contact-us/ Contact No. 8-736-8645/ 8-736-8603/ 8-736-8606 8-736-8629/ 8-736-8621 Telefax: 8-736-8621 pcc@malacanang.gov.ph Anti-Red Tape Authority (ARTA) info@arta.gov.ph complaints@arta.gov.ph Contact number 8-478-5091 8-478-5003 8-478-5099

Office of the Regional Director

1 Issuance of Certificate of No Pending Administrative Cases (CENOPAC)

The process of securing Certificate of No Pending Cases as requirement for application for rewards and recognition, application for scholarship, and other employment related purposes.

Office or Division:		Human Resource and Welfare Section (HRWS)/ Human Resource Management and Development Division (HRMDD)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		Rank and File Employees (SG 01-24)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		HR Welfare Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a request slip to HRWS *Make sure to provide complete and accurate information prior to submission	1. Received the request slip from the client	None	1 minute	<i>Administrative Assistant/ HRWS</i>
	1. Track the request slip submitted by the clients		2 minutes	<i>Administrative Assistant/ HRWS</i>
	2. Forward the request to the concerned staff for preparation of the certification.		2 minutes	<i>Administrative Assistant/ HRWS</i>
	2. Check with the database if the client has pending administrative case. 1. If none, request for issuance of		3 minutes	<i>Administrative Assistant/ HRWS</i>

	CeNoPAC will be facilitated. 2. If the client has pending administrative case, the request will not be granted			
	3. Prepare the document requested 1. Forward the document for signature of the concerned officials 2. Track the document 3. The recommending authority affixes initial after review of document 4. The Regional Director signs the documents		30 minutes	<i>Administrative Assistant/ HRWS</i> <i>Administrative Assistant/ HRWS</i> <i>Administrative Assistant/ HRWS</i> <i>Training Specialist II/HRMDD Chief,</i> <i>Regional Director</i>
2. Receive the Certificate of No Pending Administrative Case	4. Issue the certificate to staff		2 minutes	<i>Administrative Assistant/ HRWS</i>
	TOTAL	None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM							
How to send feedback	<p>Each internal client who avails the abovementioned service shall accomplish the feedback survey form and shall submit the same to the Administrative Aide/Assistant-On-Duty immediately after the transaction.</p> <p>They may also submit feedback through the Public Assistance and Complaint Desk (PACD)</p> <p>Internal clients may also call 5310-0725 for complaints, suggestions and recommendations or via email at hrws.foncr@dswd.gov.ph</p>						
How feedbacks are processed	<p>For HRWS Feedback Form: On a monthly basis, all feedback forms received by the office are consolidated and reviewed and the consolidated report with attached accomplished feedback forms is submitted to the HRMDD-Chief, for information and monitoring of quality of service provided to internal client.</p> <p>For PACD Forms: Administrative Division consolidates the report and forwards the same to HRMDD for further action and validation should there be commendation and/or complaints and suggestions from clients.</p>						
How to file a complaint	<p>Each internal client who avails the abovementioned service shall accomplish the feedback survey form and shall submit the same to the Administrative Aide/Assistant-On-Duty immediately after the transaction.</p> <p>They may also submit feedback through the Public Assistance and Complaint Desk (PACD)</p> <p>Internal clients may also call 5310-0725 for complaints, suggestions and recommendations or via email at hrws.foncr@dswd.gov.ph</p>						
How complaints are processed	<p>All complaints are forwarded to the Office of the Regional Director as the Disciplining Authority. The DA shall decide for the resolution and necessary administrative measures which must be undertaken by the Field Office in order to validate and investigate the complaints.</p> <p>Should the complaints fall under grievances or any form of dissatisfaction, the same will be referred to the lowest level possible for the resolution.</p>						
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan: 0908-881-6565/ 1-6565</p> <p>PCC may be reached thru the following telephone connections:</p> <table><tr><td>+63(2)-8736-8645</td><td>+63(2)-8736-8603</td><td>+63(2)-</td></tr><tr><td>8736-8629</td><td>+63(2)-8736-8621</td><td></td></tr></table> <p>Via email – thru email address: pcc@malacanang.gov.ph</p> <p>Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Via facsimile thru Telefax No. +63(2)-87368621</p> <p>ARTA</p> <p>Submit complaints thru their website :</p> <p>http://arta.gov.ph/pages/complaintform.php</p>	+63(2)-8736-8645	+63(2)-8736-8603	+63(2)-	8736-8629	+63(2)-8736-8621	
+63(2)-8736-8645	+63(2)-8736-8603	+63(2)-					
8736-8629	+63(2)-8736-8621						

APPENDICES

List of Services

Office	Frontline Services	Non-Frontline Services
Office of the Regional Director		
Social Technology Unit	Technical Assistance Along Social Tehnology Bureau (STB) Developed Programs and Projects Technical Assistance on Program / Project Development or Enhancement	
Social Marketing Office	Handling 8888 Complaints and Grievances	
Legal Services		Issuance of Certificate of No Pending Administrative Cases (CENOPAC)
Office of the Assistant Regional Director for Operations		
Pantawid Pamilyang Pilipino Program	Grievance Intake and Response for 4Ps Request for 4Ps Data	
Protective Services Division		
CIS-Onsite	Implementation of Assistance to Individuals in Crisis Situation in Crisis Intervention Section	
CIS-Offsite		
Malasakit Center		
MTAS	Securing Travel Clearance for Minors Travelling Abroad (MTA)	
CBSS	Facilitation of Referral on Child in Need of Special Protection (CNSP) to Field Offices and other Intermediaries	
	Provision of Assistance to People Living with HIV	
	PLHIV Referral for Care and Support Services	
	Provision of Assistance to Solo Parents	

	Provision of Assistance under the Recovery and Reintegration Program for Trafficked Persons (RRPTP) Auxiliary Social Services to Persons with Disabilities Extension of Social Welfare Services to Distressed Overseas Filipinos and their families in the Philippines Implementation of the Supplementary Feeding Program Implementation of Government Internship Program (GIP)	
ARRS-FC	Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) Processing of Adoption Application and Placement Licensing for Foster Parents Placement of Children to foster parents	
SPPMO	Procedure for Social Pension Provision to Indigent Senior Citizens Provision of Centenarian Gifts to Centenarian	
CBS	Provision of Resource Person to DSWD-Intermediaries and Stakeholders	RLRC Function Room Reservation and Use
Promotive Services Division		
Sustainable Livelihood	Referral Management Process for SLP	

Program-RPMO	Grievance Management Process for SLP	
Disaster Response and Management Division		
	Processing of Relief Augmentation Request	
Policy and Plans Division		
NHTS	Walk-in name matching data process Data-sharing name matching Data-sharing - list of data subjects Data-sharing. Statistics / Raw Data Request	Data Sharing with DSWD OBSU - Name Matching Data Sharing with DSWD OBSU - List of Data Subject Data Sharing with DSWD OBSUs - Statistics / RAW Data Request
Standards Section	Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit Issuance of Certificate of Authority to Conduct National Fund Raising Campaign to Individual, Corporation, and Organization: Temporary Permit During State of Emergency / Calamity Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Temporary Permit During State of Emergency / Calamity Registration of Private Social Welfare and Development Agencies (SWDAs) Licensing of Private Social	

	<p>Welfare and Development Agencies (SWDAs)</p> <p>Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region</p> <p>Accreditation of Civil Society Organizations (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)</p> <p>Accreditation of Civil Society Organizations (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized</p> <p>Endorsement of Duty-Exempt Importation of Donations to SWDAs</p> <p>Accreditation of Pre-marriage Counselors</p> <p>Accreditation of Social Workers Managing Court Cases</p>	
PDPS	<p>Approval for the conduct of research study & acquiring primary data from DSWD officials / personnel, beneficiaries and clients</p> <p>Obtaining Social Welfare and Development (SWD) Data and Information</p>	
ICTMS		Information and Communications Technology (ICT) Support Services
Human Resource Management and Development Division		

PAS	Issuance of Certificate of employment to separated officials and employees	Issuance of Certificate of employment to current officials and employees
	Issuance of Certificate of LWOP/No LWOP to separated officials and employees	Issuance of Certificate of LWOP/ NO LWOP to current officials and employees
	Issuance of Completed Central Office Clearance Certificate from Money, Property and Legal Accountabilities to Separated officials and employees	Issuance of Certificate of Leave Credits to current officials and employees
	Issuance of Service Record to separated officials and employees	Issuance of Service Record to current officials and employees
HRPPMS		Certification of Performance Rating
Finance Management Division		
	Processing of Request for Accounting Certifications for former DSWD employees Processing of BIR Form 2322: Certificate of Donation: FMD	
General Administrative Services Division		
PSAMS	Issuance of Gate Pass for Guests for Service Providers and Suppliers	Transfer of Property Accountability
	Issuance of Property Clearance for Separated Officials and Employees	Surrender / Turnover of Property and Cancellation of Property Accountability
		Issuance of Sticker Pass
		Recording, Documentation and Issuance of Expendable or Consumable Supplies Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

		<p>Re-Issuance of Equipment and Semi-Expendable Supplies</p> <p>Physical Count of Property, Plant and Equipment (PPE)</p> <p>Facilitation of Request for Relief from Property Accountability from Commission on Audit</p> <p>Facilitation of Request for Relief from Property Accountability through Reimbursement / Replacement</p> <p>Provision of Technical Assistance on Property and Supply Management</p>
PS		<p>Competitive Bidding of Goods and Service</p> <p>Procurement under Agency to Agency</p> <p>Procurement Under Direct Contracting</p> <p>Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricants (POL) Products and Airline Tickets</p> <p>Procurement under Emergency Cases</p> <p>Procurement under Emergency Cases</p> <p>Procurement under Lease of Real Property and Venue</p> <p>Procurement under Repeat Order</p>

		Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services Procurement under Shopping under Section 52.1 (B) Procurement under Small Value Procurement Procurement under Two (2) Failed Biddings
GSS		Request for Technical Assistance for Repair and Maintenance Request for Technical Assistance for Special Sanitation and Disinfection of the Offices Request for Use and Monitoring of Vehicle Request for Air Transport Service Request for the Use of Conference Room
Center and Residential Care Facility		
	1 - Case Management in Reception and Study Center for Children 2 - Provision of Assistance to Clients of the Vocational Rehabilitation Centers	

Contact Details of Service Implementers

Office	Address	Telephone Number / E-mail address
Office of the Regional Director	Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila	(02) 8733-00-10 to 14 foncr@dswd.gov.ph
Social Marketing Office	Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila	87336279 smo2.dswdnrcr@gmail.com smo.dswdnrcr@gmail.com
Social Technology Unit	Rm 205 DSWD-NCR 389 San Rafael St., cor Lefgarda, Manila	stu.foncr@dswd.gov.ph
Protective Services Division		
Crisis Intervention Section - Onsite (CIS-Onsite)	Gastambide St., Sampaloc, Manila	8734-5413 / 3493-7907 ncrcis@gmail.com
Minors Travelling Abroad Section (MTAS)	Room 105 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Tel. No: 8-310-1435 travelclearance_dswd@yahoo.com
Community-Based Services Section (CBSS)	Room 108 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	8733-0010 loc. 116 09322098164 / 09659653087 cbsu_ncr@yahoo.com
Social Pension Program Management Office (SPPMO)	DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline #: 8733-0010 Loc. 105 Tel. No: (5)488-1620 / 53100735 socialpension@dswd.gov.ph ncr.socialpension@gmail.com
Adoption Resource and Referral Section (ARRS)	oom 102 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	53101834 arrsfcsteam@gmail.com arrs.foncr@dswd.gov.ph
Foster Care Section (FCS)	Room 102 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline: 87330010 loc 103
Capability Building Section	Room 209 DSWD-NCR #389 San Rafael St. cor. Legarda, Manila	Tel. No: (5)310-1433

Centers / Residential Care Facilities		
Elsie Gaches Village	Alabang, Muntinlupa City	Tel. No. 88076023 Mobile Number: 09669711941 E-mail: egv.foncr@dswd.gov.ph
Golden Reception and Action Center for Elderly and other Special Cases (GRACES)	Misamis Ext., Bago Bantay, Quezon City	graces.foncr@dswd.gov.ph Tel. No.: 8929-1187 Mobile No.: 0932-342-2654 graces.ncr@gmail.com
Haven for Children	Alabang, Muntinlupa City	(02) 8807-1595
Haven for Women	Northgate, Filinvest Corporate City, Alabang, Muntinlupa City	88071588 hfw.foncr@dswd.gov.ph
INA Healing Center	DSWD-Central Office Batasan Pambansa Complex Constitution Hills, Quezon City	98620556 89318101 inahealingcenter@yahoo.com
Jose Fabella Center	Correctional Rd., Mandaluyong 1550, MM	85318697
Marillac Hills - National Training School for Girls	Northgate, Filinvest Corporate City, Alabang, Muntinlupa City	Tel. No: (02) 807-1585/ 807-1589 0999-679-8571/ 0927-002-5626 mh.foncr@dswd.gov.ph
Nayon ng Kabataan	Welfareville compound Mandaluyong City	8533-1701 / 8531-2582
Reception and Study Center for Children (RSCC)	4 Misamis Ext., Bago Bantay, Quezon City	Tel. No. 8927-4244 rscc.dswdncr@gmail.com Tel. No. 8927-4244 rscc.dswdncr@gmail.com
Sanctuary Center	Welfareville Compd. Acacia Lane, Mandaluyong City	85321164 sanctuary_ncr@yahoo.com

National Vocational and Rehabilitation Center (NVRC)	J.P. Burgos Street, Brgy. Escopa III, Project 4, Quezon City	SAS: 8930-1569 Psychological Service: 09989431595 Medical Service: 09216738619 Training Service: 09393128924 Extension Service: 09178751150 Placement Service: 09420668193 Administrative Service: 8912-9752 0928-9194615
Rehabilitation Sheltered Workshop (RSW)	Brgy Addition Hills, Mandaluyong City	89127698 rsw_ncr@yahoo.com
Disaster Response Management Division		drmd.foncr@dswd.gov.ph 8-733-0010 loc.117
Sustainable Livelihood Program	Rm 303 DSWD-NCR 389 San Rafael cor Legarda St. Manila	83102135 loc.303 livelihood.foncr@dswd.gov.ph
Pantawid Pamilyang Pilipino Program	Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila	(02) 8733-00-10 to 14 foncr@dswd.gov.ph
Policy and Plans Division		
Policy Development and Planning Division	Room 205 DSWD-NCR 389 San Rafael St. cor. Legarda St., Manila	Tel/ Fax #: 8-734-8638 Trunkline #: 8733-0010 Loc. 207 ppu_ncr@yahoo.com ppu_dswdnrcr@yahoo.com
Standards Section	Room 204 DSWD-NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	87336279 smo2.dswdnrcr@gmail.com smo.dswdnrcr@gmail.com
National Household Targeting Section (NHTS)	Room 302 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	53101432

Finance Management Division	Rm 103 DSWD-NCR 389 San Rafael St. cor Legarda, Manila	Direct Line 02-8-488-3236 Trunk Line 02-8-733-0010 local no. 109
Human Resource Management Division		
Human Resource and Welfare Section	Room 209 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline: (8)733-0010 Local 212 Tel/ Fax: (5)310-0725
Learning and Development Section (LDS)	Room 209 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	Telephone: (02) 8310-0725
Personnel Administration section	Room 208 DSWD – NCR #389 San Rafael St. cor. Legarda St., Manila	Trunkline: (8)733-0010 Local 211 Tel/ Fax: (8)488-2708
Human Resource Planning & Performance Management Section (HRPPMS)	Room 209 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	Telephone: (02) 8310-0725 hrppms.foncr@dswd.gov.ph