



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT - NATIONAL CAPITAL REGION

CITIZEN'S CHARTER

2022 (13th Edition)



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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

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Field Office – National Region

Frontline Services

Protective Services Section

1. Assistance to Individuals in Crisis Situations (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 adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

Office or Division:	Crisis Intervention Division-Onsite
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	
One (1) valid identification card of the client/ person to be interviewed;	WHERE TO SECURE
	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> • Philippine Statistics Authority (PhilSys ID) • Social Security System/Government Service Insurance System (UMID ID, SSS/GSIS ID) • Philhealth (Philhealth ID) • Land Transportation Office (Driver's License) • Professional Regulation Commission (PRC ID) • Overseas Workers Welfare Administration (OWWA ID) • Department of Labor and Employment (iDOLE) • Pag-IBIG Fund (PAG-IBIG ID) • Commission on Election (Voter's ID or Voter's Certification)

	<ul style="list-style-type: none"> • Post Office (Postal ID) • Department of Foreign Affairs (Philippine Passport) • National Bureau of Investigation (NBI Clearance) • Department of Social Welfare and Development (4PsID) • Local Government Unit • PWD ID <ul style="list-style-type: none"> • Solo Parent ID • City/Municipal ID • Barangay ID • Office of Senior Citizen Affairs (OSCA ID) • Police Clearance • or any ID preferably with validity date, and picture and signature of the client
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
TRANSPORTATION ASSISTANCE	
Other supporting document/s such as but are not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena	Police Station - Police Blotter Hospitals/clinic - medical abstract Court- court order/subpoena Social worker-justification
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified copy)	Medical records of the Hospital / Clinic or the Attending Physician
2. Hospital bill / Statement of Account (outstanding balance) with name and signature of billing clerk	Billing Office of the hospital
3. Social case Study Report / Case Summary	Registered Social Worker in public or private practice <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
MEDICAL ASSISTANCE FOR MDICINE / ASSISTIVE DEVICE	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Algang Pinoy Tagubilin Form with Diagnosis with	Medical records of the Hospital / Clinic or the Attending Physician

complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital / clinic
3. Social Case Study Report / Case Summary	Registered Social Worker in public or private practice <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	
1. Medical Certificate / Clinical Abstract / Discharge Summary / Algang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital / Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital / clinic
3. Social Case Study Report / Case Summary	Registered Social Worker in public or private practice <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	
1. REGISTERED Death Certificate / Certification from the Tribal Chieftain (Original / certified true copy)	City / Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note / Certificate of Balance	Authorized staff of the Funeral Parlor / Memorial Chapel
1. Funeral Contract	Authorized staff of the Funeral parlor / Memorial Chapel
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	
1. Registered Death Certificate / Certification from the Tribal Chieftain (Original / certified true copy)	City / Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City / Municipal Hall
EDUCATIONAL ASSISTANCE	
1. Validated School ID and Valid ID	School

2.a. Enrolment Assessment Form or b. Certificate of Enrolment of Registration; or c. Statement of Account	School Registrar or Concerned Office
FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Project Proposal	Local Government Unit
2. Barangay Certificate of Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required	Barangay hall where the client is presently residing
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
Depending on the Circumstances:	
a. For Fire Victims: Police Report / Bureau of Fire Protection Report from the Bureau of Fire	Bureau of Fire / PNP
b. For Distressed OFs: Passport, Travel Document/s, Certification from OWWA or the Barangay	Overseas Workers Welfare Administration / Department of Migrant Workers / barangay
c. For Rescued Client: Certification from a social worker or case manager from rescued clients.	Local Social Welfare and Development Office or other social welfare agencies
d. For victims of Online Sexual Exploitation: Police blotter and social worker's certification for the victims of online sexual exploitation of children	Local Social Welfare and Development Office or other social welfare agencies
e. For Locally stranded individuals (LSI): LSI without valid IDs, the medical certificate or the travel authority issued by the Philippine national Police will suffice and be accepted to prove his / her identity	Police Station – Police Blotter Hospital / Clinic – medical Certificate signed by the Registered Physician
For all other incidents:	
Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in need of Assistance as well as other documents from legal authorities / regulating agencies, as may be applicable such as but not limited to Police Report / Blotter, Spot report from the AFP or pNP, Joint AFP/PNP Intelligence Committee (JAPIC) Certificate, Certification of death, Disaster Assistance Family Access card	<ul style="list-style-type: none"> • Brgy. Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO or • Local Government Unit • Hospital or Clinic signed by Licensed Physician

(DAFAC), Medico Legal certification				
MATERIAL ASSISTANCE				
1. General Intake Sheet		DSWD CIU / CIS / SWAD		
2. Material Assistance Distribution Sheet		DSWD / CIU / CIS / SWAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure a queuing number	1.1 Provide Client with queuing number	None	3 Minutes (excluding queuing time)	Mamamayan Desk officer (Social Welfare officer I / II CIS – OS)
1.2 Present pertinent document	1.2.1 DSWD personnel will check the validity, and completeness of required documents presented by the client	None	10 minutes	Mamamayan Desk officer (Social Welfare officer I / II CIS – OS)
	1.2.2 Check the Client's record to the Crisis Intervention Monitoring System (CrIMS)	None	3 minutes (excluding queuing time)	Mamamayan Desk officer (Social Welfare officer I / II CIS – OS)
	1.2.3 If documents are complete and valid, and right frequency of availment, the client will be advised to proceed to step 2 and submit documents pertinent to their request. If not, the client will be advised to comply with the needed documents of be rescheduled to the date wherein the proper frequency of availment will be met	None	3 minutes (excluding queuing time)	Mamamayan Desk officer (Social Welfare officer I / II CIS – OS)
2. Submit pertinent documents for interview and	2.1 The DSWD Social Welfare Officer (SWOs)	None	10 minutes (excluding queuing time)	Social Welfare officer I / II CIS – OS

Assessment	shall interview, assess the documentary requirements presented, and Fill-out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility			
	<p>2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to received assistance, and recommend the appropriate assistance.</p> <p>If found to be ineligible for the services under the program, the client will be formally informed of the reason of ineligibility and henceforth be declined and provided with a letter of disqualification to receive assistance.</p>	None	20 minutes (excluding queuing time)	<i>Social Welfare officer I / II CIS – OS</i>
	2.3 Advise the client to Proceed to Step 3 and wait to be called for the release for assistance	None	2 minutes (excluding queuing time)	<i>Social Welfare officer I / II CIS – OS</i>
	2.4 Forward the Client's Document to the authorized approving officer	None	3 minutes (excluding queuing time)	<i>Social Welfare officer I / II CIS – OS</i>
	2.5 Approve the Social Worker's	None	10 minutes (excluding	<i>Social Welfare officer I / II CIS –</i>

	recommendation if found reasonable and with complete and valid documents		queuing time)	OS
	2.6 Scan the client's approved documents for filing, and forward to Step 3 for releasing of assistance	None	5 minutes (excluding queuing time)	<i>Social Welfare officer I / II CIS – OS</i>
3. Receive Assistance	3.1 Check the Client's identify	None	5 minutes (excluding queuing time)	<i>Special Disbursing Officer (SWO II or PDO I) CIS- OS</i>
	3.2 Release the Assistance	None	5 minutes (excluding queuing time)	<i>Special Disbursing Officer (SWO II or PDO I) CIS- OS</i>
4. Fill-out client satisfaction measurement survey	Received the client satisfaction survey	None	5 minutes (excluding queuing time)	<i>Anna Faye Geronimo SWO II, CIS</i>
¹ Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department				

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	The duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form once a month, identifying issues and concerns of the clients, which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on amonthly basis.

How to file a complaint	<p>CIU/CIS and SWAD Offices shall implement two mechanisms for handling grievances and complaints which are (1) Written Communication and Email which is handled by the Grievance Focal Person (GFP), and Personal or Onsite Complaints thru the establishment of the Public Assistance Complaint Desk(PACD).</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> • personal appearance (walk-in clients) through the Public Assistance and Complaints Desk- • electronic email where concerns can be send to ciu.foncr@dswd.gov.ph • Letters addressed to the Regional Director, Ms. Monina Josefina H. Romualdez. • Through 8888 Citizen's Complaint Center
How complaints are processed	<p><u>Written Communication and Email:</u></p> <p>Step 1: Recording and Tagging of Grievances</p> <p>Grievances forwarded to the CID/CIS shall be received by the assigned incoming document administrative staff of CID/S. The said officer shall log the document in the Electronic Document Tracking management System (EDTMS) of the Department signifying that the document was received by the office. They will then forward it to the Grievance Focal Person. The DRN, Subject of the document, and other pertinent details shall be listed in the monitoring tool for action of the Grievance Focal Person.</p> <p>Step 2: Action and Response</p> <p>Upon receiving the document, the Grievance Focal Person shall assess and inform the concerned staff/s, team, or section on their involvement in the received grievance case. The concerned staff or team shall be given three (3) days to respond to the complaint through a feedback letter. The said document shall be sent to the concerned parties copy furnished to the PMB-CID Grievance Focal Person.</p> <p>Step 3. Monitoring</p> <p>A designated Grievance Focal Person per CID/CIS and SWAD offices shall be responsible for responding to and monitoring grievances concerning their respective office. All grievances will be recorded and monitored through a centralized system to ensure all grievances are provided with appropriate action in compliance with RA 11032.</p>

	<p>Step 4: Termination</p> <p>Grievances provided with an action shall be marked as resolved if no further follow-through from the complainant is received after three (3) days from the date the feedback letter was sent.</p> <p><u>Personal or onsite Complaints:</u></p> <p>A PACD shall be stationed within the CIU/CIS?SWAD Satellite office operating area where it will be visible and accessible to clients . The management of the said offices shall designate a personnel to man the said desk to immediately respond to complaints of clients onsite. Below is the process of handling received cases.</p> <p>Step 1: Recording of PACD Concern</p> <p>The PACD Officer shall be in charge of addressing the concerns raised through the PACD and shall account all transactions through a PACD Monitoring tool which will contain the basic information and contact details of the client, and their concern.</p> <p>Step 2: Assessment and Intervention</p> <p>The PACD Officer shall be responsible to assess the concern of the client and shall intervene based on the presented concern. They shall observed maximum tolerance and calmly handle clients expressing their concerns or plea, whatever the case may be. For brevity, the PACD Officer shall provide a brief description of the actions taken to resolve the concern of the client on the PACD Monitoring Toll.</p> <p>In cases that the client persisted to be unresolved with the intervention despite the diligent effort of the PACD Officer to assist them with their case, the PACD Officer shall be required to prepare an incident report and escalate the concern with the management</p>
<p>Contact Information</p> <p>ARTA</p> <p>PCC</p> <p>CCB</p>	<p>complaints@arta.gov.ph / 84785093</p> <p>pcc@malacanang.gov.ph / 8888</p> <p>email@contactcenterngbayan.gov.ph / 09088816565</p>

2. Implementation of Assistance to Individuals in Crisis Situation in Crisis Intervention Section – Offsite Serbisyo

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

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

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

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

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

	PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
<p>Depending on the circumstances:</p> <p>a. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay</p> <p>c. For Rescued Client: Certification from a social worker or Case manager from rescued clients.</p> <p>d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p>	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.
<p>For all other incidents:</p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.</p>	From the Barangay where the client is presently residing.
PROVISION OF PPE	
1. One (1) Any valid Government Issued I.D	Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:

		<ul style="list-style-type: none">SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
3. One (1) Any valid Government Issued I.D		Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none">SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entrance of the client to the CIS-Offsite holding area asking for queuing number and Health Declaration form.	1. Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients	None	3 minutes	CIS-OS Administrative Staff
2. Receipt and Screening of Documents and CrIMS Verification	2.1 The client and beneficiary's documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance	None	5 minutes	CIS Social Worker or Administrative Staff

	<p>stipulated in the guidelines.</p> <ul style="list-style-type: none"> • If the documents are complete; the client will be interviewed and assessed. • If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents. <p>2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p>	
3. Interview and Assessment	<p>3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation.</p> <p>The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested</p>	None	20 minutes	<i>CIU/ CIS Social Worker</i>

	to further deepen the assessment and validate the information	None	5 minutes	<i>Social Worker or Administrative Staff</i>
	3.1 The social worker will provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.	None	5 minutes	
	3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client' socio-economic situation as well as documents presented.	None	5 minutes	
	3.4The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.	None	5 minutes	
	3.5 The recommended amount once reviewed with concurrence, will be approved. *If there are revisions or corrections or justification needed, the Social			

	Worker will be informed for further instructions.			
4. Release of Assistance	<p>4.1 CIS-Offsite Serbisyo</p> <p>4.1a. Cash out right (Php 10,000 and below)</p> <p>a. The CIS-OS Special Disbursing Officer will release the assistance</p> <p>4.2.b Guarantee Letter addressed to the Service Provider Php 50,000.00 below)</p> <p>a. Social Worker will prepare the guarantee letter</p> <p>b. CIS-OS Admin staff will encode the Guarantee Letter to EDTMS</p> <p>c. CIS-OS Head will Review and Approve the GL.</p> <p>* If there are revisions or corrections or justification needed, the Social Worker will be</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>10 minutes</p>	<p><i>Special Disbursing Officer and Admin Staff</i></p> <p><i>CIS-OS Admin Staff</i></p>

	instructed to reprocess the request of assistance. 4.1. c If approved, the Administrative Staff will release the Guarantee Letter to the client			
TOTAL		None	56 minutes both for cash outright and GL (up to P50,000)	
GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS				
● Guarantee Letter addressed to the Service Provider Php 20,000-50,000	4.3.a Reviewed and approved by the Approving Officer	None	Within the day	<i>Edwin S. Morata</i> CIS-OS Head
● Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000	4. 3.b Reviewed and approved by the Approving Officer.	None	1-2 working days	<i>Miriam C. Navarro</i> Division Chief
● Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000	4.3.c Reviewed and approved by the Approving Officer.	None	3-4 working days	<i>Teresita L. Valentino</i> Assistant Regional Director for Operations(ARDO)
● Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000	4.3.e Reviewed and approved by the Approving Officer.	None	5-7 working days	<i>Monina Josefina H. Romualdez</i> Regional Director
	4.3.e.1 CIS-OS Admin Staff will text/call the client to claim the approved GL	None	5 minutes	Administrative Staff/Processor
	4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned	None		
Total		None	1 to 7 working days	

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	To file a complaint against the staff, the client can send the following details to Authority to foncr@dswd.gov.ph.com : <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 ARTA CCB PCC	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

3. Implementation of Assistance to Individuals in Crisis Situation in Crisis Intervention Section – Malasakit Center

Pursuant to the approval of the Republic Act 11463 or otherwise known as an Act Establishing Malasakit Centers in All Department of Health (DOH) Hospitals in the Country and in the Philippine General Hospital (PGH), it furthers improves the delivery of health care services to the people and strengthens accessibility and efficiency in the process of availing of medical and financial assistance for health services, further, the establishment of Malasakit Centers adopts the multi-sectoral and streamed approach in addressing health issues and affirm the inherently, integrated and indivisible linkage between health and social services consistent with the whole-of-government, whole-of-society and whole-of-system framework inspired by the RA 11223 or the universal Health Care Act.

Ensuring that patients experience compassion and empathy or “malasakit”, and receive respect and dignity in availing of health services through a one-stop-shop center.

3.1 Provision of Financial Assistance through Outright Cash

In pursuant to Republic Act 11463, DSWD is mandated to provide **Financial Assistance** as monetary aid, in the form of a guaranty letter, cash, or check to clients for hospitalization expenses, medicines, medical treatment, or procedures (implant, laboratories, and alike) as well as provision of assistive devices. The 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:	CIS - Malasakit Center	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	IN /OUT Patients of designated Malasakit Center Hospitals	
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 other.
2. Barangay Indigency / Certificate of Residency with dry seal if required. (1 Original copy)		Barangay Hall
3. Medical Certificate/ Clinical Abstract with date of issuance, complete name , signature and license number of the attending physician (issued within three months/ 1 Original copy or 1 Certified		MALASAKIT Center Hospital Records Section

True Copy)				
4. For payment of the following :		Hospital's Billing Section/ Accounting Office		
<p>➤ Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk and attending physician (issued within three months/ 1 Original and 1 Certified True Copy)</p> <p>Note:</p> <p><u>Promissory note is required once patient is already discharged and with pending balance from the hospital.</u></p> <p>➤ 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)</p> <p>➤ 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)</p>		<p>Attending Physician from Hospital/ Clinic</p> <p>Dialysis Centers, Hospital, Attending Physicians</p>		
5. Social Case Summary/ Study Report that will provide information that the client is eligible for assistance (1 Original and 1 photocopy)		<p>Local Social Welfare and Development Offices where the client permanently/ temporarily resides.</p> <p>Medical Social Service Unit (MSSU)</p>		
6. Endorsement letter / Referral slip from the Medical Social Service Unit with the approval of MSSU Head.		Medical Social Service Unit (MSSU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to	1.1 Checking the completeness of	None	10 minutes	Medical Social Worker from MSSU

Medical Social Service Unit (MSSU)	documents			
	1.2 Verification of clients name to MSSU database			
	1.3 Conduct interview and assessment to clients need.			
	<p>Note:</p> <p>If clients' need is <u>Available</u> within the Malasakit Center like medicine, laboratory, dialysis and other procedure. MSSU will provide assistance</p> <p>(Citizen's Charter c/o Malasakit Hospital)</p> <p>If clients' need is <u>NOT Available</u> within Malasakit Center like medicine, laboratory, dialysis, procedures and with big amount of hospital bills which the MSSU cannot cover</p> <p>MSSU will endorse clients to other partner agencies like DSWD, PhilHealth and PCSO.</p>			
2. Proceed to Malasakit Center DSWD desk for interview and	2.1 Checking of clients and patient name to Crisis Intervention	None	15-20 minutes (from 2.1 – 2.9)	DSWD-NCR Malasakit Center Social Welfare Officer

assessment clients need.	of	Monitoring System (CRIMS)			
		2.2 Verification and checking the authenticity an completeness of the documents			
		2.3 Conduct intake interview and filling up the information of clients and beneficiaries to General Intake Sheet			
		2.4 Assessment of the clients' need based on the submitted requirements and presenting problem			
		2.5 Fill-out the form, Certificate of Eligibility indicating the information of the client and the amount to be provided to the client.			
		2.6 Accomplish Acknowledgement receipt indicating the amount of assistance to be provided to the client			
		2.7 Explain to the client the amount of assistance to be extended and its basis Note: While waiting, client can already accomplish the client's satisfaction			

	measurement survey form. Malasakit Social Welfare Officer will assist and guide the clients on steps and how to accomplish said survey sheet which is also posted in all Malasakit Social Worker's Desk for client reference.			
3. Proceed to Special Disbursing Officer (SDO) for cash releasing Note: <i>However, due to lack of manpower, assigned Malasakit Social Worker is the one who act as SDO and releases the cash to the clients</i>	3.1 Assist the client in signing the Certificate of Eligibility and Acknowledgment receipt. 3.2 Review the completeness of Documents 3.3 Issue the signed Acknowledgement Receipt (Client's Copy)	None	4 minutes	DSWD-NCR Malasakit Center Social Welfare Officer
4. Picture Taking with proof of cash received	Assist client during the picture taking	None	1 minute	DSWD-NCR Malasakit Center Social Welfare Officer
Total		None	25 minutes for DSWD transaction only	

3.2 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 P10,000.00 depending on the assessment of the interviewing social worker. (MC 11, series of 2019)

Office or Division:	CIS - Malasakit Center
Classification:	Simple

Type of Transaction:	G2C- Government to Citizen			
Who may avail:	IN / OUT patient of designated Malasakit Center Hospitals			
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 / Brgy. Indigency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Death Certificate already registered to local civil registry office and w/ registry no. (issued within three months/ 1 Original and 1 Certified True Copy)		Local Government Unit		
4. Funeral Bill presenting the actual expenses incurred (issued within three months/ 1 Original and 1 Certified True Copy)		Funeral Service Providers		
Note: <u><i>Promissory note is required once clients has pending balance from the Funera.l</i></u>				
5. Social Case Summary/ Study Report that will provide information that the client is eligible for assistance (1 Original and 1 photocopy)		Local Social Welfare and Development Offices where the client permanently/ temporarily resides.		
6. Endorsement letter from the Medical Social Service Unit with the approval of MSSU Head.		Medical Social Service Unit (MSSU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Medical Social Service Unit (MSSU)	1.1 Checking the completeness of documents.	None	5 minutes	Medical Social Worker from MSSU
	1.2 Verification of clients name to MSSU database			
	1.3 Conduct Initial interview to clients need			
	1.4 Endorsement to DSWD Malasakit Center desk			

2. Proceed to Malasakit Center DSWD desk for interview and assessment of clients need.	2.1 Checking of clients and patient name to Crisis Intervention Monitoring System (CRIMS)	None	15 minutes	DSWD-NCR Malasakit Center Social Welfare Officer
	2.2 Verification and checking the authenticity and completeness of the documents			
	2.3 Conduct intake interview and filling up the information of clients and beneficiaries to General Intake Sheet			
	2.4 Assessment of the clients			
	2.5 Fill-out the form, Certificate of Eligibility indicating the information of the client and the amount provided to the client			
	2.6 Accomplish Acknowledgement receipt indicating the amount of assistance provided to the client			
	2.7 Explain to the client the amount of assistance to be extended and its basis Note: While waiting, client can already accomplish the Client's Satisfaction			

	Measurement Survey Form Malasakit Social Welfare Officer will assist and guide the clients on steps and how to accomplish said survey sheet which is also posted in all Malasakit Social Worker's Desk for client's reference.			
3. Proceed to Special Disbursing Officer (SDO) for cash releasing Note: However, due to lack of manpower, assigned Malasakit Social Worker is the one who act as SDO and releases the cash to the clients	3.1 Assist the client in signing the Certificate of Eligibility and Acknowledgement receipt 3.2 Review completeness of documents 3.3 Issue the signed acknowledgement receipt to client (client's copy) 3.4 Release cash assistance to the client	None	4 minutes	DSWD-NCR Malasakit Social Welfare Officer
4. Picture Taking with proof of cash received	Assist client during the picture taking	None	1 minute	DSWD-NCR Malasakit Center Social Welfare Officer
TOTAL		None	20 minutes for DSWD transaction only	

3.3 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:	CIS - Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	IN / OUT patient of designated Malasakit Center Hospitals			
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 / Brgy. Indigency with Brgy. Seal (1 Original, 1 photocopy).		Barangay Hall		
3. Social Case Summary/ Study Report that will provide information that the client is eligible for assistance. (1 Original and 1 photocopy)		Local Social Welfare and Development Offices where the client permanently/ temporarily resides.		
4. Endorsement letter from the Medical Social Service Unit with the approval of MSSU Head.		Medical Social Service Unit (MSSU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Medical Social Service Unit (MSSU)	1.1 Checking the completeness of documents.	None	5 minutes	<i>Medical Social Worker from MSSU</i>
	1.2 Verification of clients name to MSSU database			
	1.3 Conduct initial interview to clients need			
	1.4 Endorsement to DSWD Malasakit Center desk			
2. Proceed to Malasakit Center DSWD desk for interview and assessment of clients need	2.1 Checking of clients and patient names to Crisis Intervention Monitoring System (CRIMS)	None	15-20 minutes	<i>DSWD-NCR Malasakit Center Social Welfare Officer</i>
	2.2 Verification			

	and checking the authenticity and completeness of the documents			
	2.3 Conduct intake interview and filling up the information of clients and beneficiaries to General Intake Sheet			
	2.4 Assessment of the clients need based on the submitted requirements and presenting problem			
	2.5 Coordination to other Bus terminal and partner 2Go representative			
	2.6 Computation of the fare expenses based on the amount suggested by the Terminal and 2Go representative			
	2.7 Fill-out the form, Certificate of Eligibility indicating the information of the client and the amount provided to the client			
	2.8 Accomplish acknowledgement receipt indicating the amount of assistance provided to the client			
	29. Explain to the client the amount to be extended and its basis			

	Note: While waiting, client can already accomplish the client's satisfaction [measurement survey form assisted by Malasakit Center Social Welfare Officer]			
3. Proceed to Special Disbursing Officer (SDO) for Cash Releasing Note: <i>However, due to lack of manpower, assigned Malasakit Social Worker is the one who act as SDO and releases the cash to the clients</i>	3.1 Assist the client in signing the Certificate of Eligibility and Acknowledgment receipt 3.2 Review completeness of documents 3.3 Issue the signed acknowledgement receipt (client's copy) Release cash assistance to the client	None	4 minutes	<i>DSWD-NCR Malasakit Center Social Welfare Officer</i>
4. Picture taking with proof of cash received	Assist client during the picture taking	None	1 minute	<i>Malasakit Center Social Welfare Officer</i>
Total		None	25 minutes for DSWD transaction only	

3.4 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 Five thousand pesos Php 5,000 (MC 11, series of 2019)

Office or Division:	CIS - Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	IN / OUT patient of designated Malasakit Center Hospitals			
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, National Identification Card and Barangay among others.		
2. Barangay Certificate of Residency with Brgy. Seal (1 Original, 1 photocopy)		Barangay Hall		
3. Endorsement letter from the Medical Social Service Unit with the approval of MSSU Head.		Medical Social Service Unit (MSSU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Medical Social Service Unit for interview and assessment	1.1 Checking the completeness of document	None	5 minutes	<i>Medical Social Worker from MSSU</i>
	1.2 Verification of clients name to MMSU database MSSU database			
	1.3 Conduct initial interview to clients need.			
	1.4 Endorsement to DSWD Malasakit Center desk.			
2. Proceed to Social Worker's Desks and submit the required documents for verification and assessment of needs	2.1 Checking of clients and patient name to Crisis Intervention Monitoring System (CRIMS)	None	15 minutes (from 2.1 – 2.8)	<i>DSWD-NCR Malasakit Center Social Welfare Officer</i>
	2.2 Verification and checking the authenticity and completeness of the document			

	2.3 Conduct intake interview and filling up the information of clients and beneficiaries to General Intake Sheet			
	2.4 Assessment of the clients need based on the submitted requirements and presenting problem			
	2.5 Fill-out the form, Certificate of Eligibility indicating the information of the client and the amount provided to the client			
	2.6 Accomplish acknowledgement receipt indicating the amount of assistance to be provided to the client			
	2.7 Explain to the client the amount of assistance to be extended and its basis			
	2.8 While waiting, client can already accomplish the client's satisfaction survey sheet Note: Malasakit Social Welfare Officer will assist and guide the clients on steps and how to accomplish said survey sheet which is also posted in all Malasakit Social Worker's Desk for clients reference.			
3. Proceed to Special Disbursing Officer	3.1 Assist the client in signing the	None	4 minutes	DSWD-NCR Malasakit Center

(SDO) for cash releasing. Note: However, due to lack of manpower, assigned Malasakit Social Worker is the one who act as SDO and releases the cash to the clients	Certificate of Eligibility and Acknowledgement receipt.			<i>Social Welfare Officer</i>
	3.2 Review completeness of documents			
	3.3 Issue the signed Acknowledgement Receipt (Client's copy)			
	3.4 Release cash assistance to the client.			
4. Picture Taking with proof of cash received	4. Assist client during the picture taking	None	1 minute	<i>Malasakit Center Social Welfare Officer</i>
TOTAL		None	20 minutes for DSWD transaction only	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Assigned Social Welfare Officer of designated Malasakit Centers will conduct an orientation on the proper way of filling out Client Satisfaction Survey Form which they shall fill-out to assess their experience and inputs on the process of availing the assistance at Malasakit Center.</p> <p>Social Workers will personally assist the clients in filling-out the survey form and will be collected and endorsed to Malasakit ARTA Focal Person.</p> <p>Contact info: 8735-5413 / 3493-7907 Email:ncr.malasakit@gmail.com</p>
How feedbacks are processed	<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>Feedbacks 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</p>

	submitted to the Field Office – NCR on a quarterly basis.
How to file a complaint	<p>Client who wanted to file a complaint can send email thru the Section's official e-mail address and/or to 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>
How complaints are processed	<p>Client's complaint will be attended by the designated Mamamayan Desk Office on a daily basis.</p> <p>If the client's complaint needs 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>
Contact Information ARTA CCB PCC	ARTA: complaints@arta.gov.ph Tel No. 8478-5093 0908-881-6565 (SMS) 8888

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

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

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

Office or Division:	Community Based Services Section/Protective Services Section			
Classification:	Highly technical			
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Community Based Services Section (CBSS) office	1.1 Receive case through the following means: walk-in, email, phone-in and record the details thereafter.	None	10 minutes	Jerome Torres Admin Aide IV, CBSS
	1.2 Endorse to Officer of the Day		5 minutes	

	(OD).			
2. Present the concern to the OD / attending Social Worker	<p>2.1 Interview and assess the client's need.</p> <p>2.2 Inform the client of the process and assistance available including limitation of the agency to set clients expectation.</p>	None	15-30 minutes	SWO-II, CBSS
3. Client decides to avail the assistance & has available 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	3.1.1 If for financial assistance, provide transportation / financial / food assistance (once cash advance is available)	None	1 hour	SWO-II CBSS
	3.1.2.1 If a referral letter is needed, draft referral letter to the concerned intermediary and respond to the letter of the referring party.		1 day	
	3.1.2.2 Initial coordination with the receiving intermediary		20 minutes	
	3.1.2.3 Review and/or affix initials / signatures on the referral letter and response to the referring agency		½ day	Maria Cielo G. Agotilla OIC, CBSS
			½ day	Miriam C. Navarro Chief, PSD
			½ day	Teresita L. Valentino Asst. Regional Director for Operations
			½ day	Monina Josefina H.

				<i>Romualdez</i> Regional Director, FO-NCR
	3.1.2.4 Transmit letters		1 day	<i>Jerome Torres</i> Admin Aide IV, CBSS
4. Evaluate quality of service. Accomplish CSM Form	Receive accomplished CSMF and endorse to EODB Focal Person for consolidation		20 minutes	<i>SWO-II CBSS</i>
5. Participate in After Care Services	5.1 Follow-up status of client		1-15 days	<i>SWO-II CBSS</i>
	5.2 Reiteration/ acknowledge feedback /communication from the intermediary.			
TOTAL		None	19 days and 25 minutes	

5. Provision of Assistance to People Living with HIV

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of this assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and; contributing to the overall response of the national government to HIV and AIDS.

Office or Division:	Community Based Services Section		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	People Living with HIV (PLHIV) and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Medical Assistance for Hospital Bill			
1. Any valid identification card of the client/ person to be interviewed		• Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)	
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)		• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities	
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)		• Billing clerk of the hospital	
4. Social Case Study Report/ Case Summary		• Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities	
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)		• From the Barangay where the client is presently residing.	
Medical Assistance for Medicine			
1. Medical Certificate/Clinical Abstract complete with name, license number, and signature of the attending physician issued within three months (original and one(1) photocopy)		• Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities	

2. Prescription with the date of issuance, complete name, license number, and signature of the Physician issued within three (3) (original and one(1) photocopy)	<ul style="list-style-type: none"> •Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> •Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> •Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> •From the Barangay where the client is presently residing.
Medical Assistance for Laboratory Requests	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> •Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> •Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)	<ul style="list-style-type: none"> •Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> •Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> •From the Barangay where the client is presently residing.
Burial Assistance for Funeral Bill	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> • Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death	<ul style="list-style-type: none"> • City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,

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

2. Barangay Certificate/ Certificate of Residency		• From the Barangay where the client/s is/are presently residing.		
Transportation and Cash Assistance for Other Support Services				
1. Any valid identification card of the client/ person to be interviewed		• Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)		
2. Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire -Passport, Travel Document/s, certification from OWWA or the Barangay -Certification from social worker or Case manager from rescued clients. -Police Blotter and social worker's certification for the victims of online sexual exploitation of children - For Locally stranded individuals (LSI) without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.		• Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.		
3.For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/regulating agencies, as may be applicable.		• From the Barangay where the client is presently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives accomplished Health Declaration Form and received queuing number	1. Issuance of Health Declaration Form and queue number	None	5 minutes	Jerome Torres, Admin
2. Submits documents and self for interview and assessment	2.1 Conduct initial interview to identify needs/queries of the client	None	5 minutes	Remedios Eripol, Designated PLHIV Focal Staff
	If asking for		5 minutes	Romeo Muyco Alternate

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

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

	Form to client <ul style="list-style-type: none"> • Ask client to completely fill-out the CSS Form; • Collect accomplished form and submit to designated personnel for consolidation 			Romeo Muyco Alternate
TOTAL		None	For within the day transaction: 1 hour and 45 minutes If not within the day: 3 days, 1 hour, and 15 minutes	

6. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the then Philippine AIDS Prevention and Control Act of 1998 or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new Philippine HIV and AIDS Policy Act or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to quality and timely delivery of services and is also intended to facilitate coordination between and among service providers.

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

	<p>Documentary Requirements for particular assistance needed;</p> <ul style="list-style-type: none"> • Review Referral Forms 1 to 4; and • Proceed to SOP No. 2: Provision of Assistance to PLHIVs <p>If a client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism:</p> <ul style="list-style-type: none"> • Consult Directory to identify the appropriate service provider / agency; • Fill-out Form 2 then give it to the client; • Fill-out Form 4 then place it in the client's file; • Complete and update Referral Register on spreadsheet; • Advise client to go to the Receiving Agency; and • Coordinate with Receiving Agency regarding the referral/client and 			
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	accomplishment of Form 3			
3. Accomplish Client Satisfaction Survey Form	3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS	None	5 minutes	<i>Remedios Eripol</i> PLHIV Focal Staff <i>Romeo Muyco</i> Alternate
	3.2 Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral: <ul style="list-style-type: none"> • Coordinate with Receiving Agency and seek for updates; • Ask for Form 3 either from the client and or Receiving Agency; • Review Form 3; and • Complete and update Case File and Referral Register 		15 minutes	
Total		None	55 minutes	

7. Provision of Assistance to Solo Parents

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines. The increasing number of solo parents has led the national government to pass Republic Act 8972, or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. While being a solo parent can be difficult, the passage of RA 8972 has somehow made it rewarding.

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

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

Office or Division:	Sectoral Programs Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	ELIGIBLE SOLO PARENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transportation Assistance	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);	From the Police Station
3. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account	Billing clerk of the hospital

(outstanding balance) with name and signature	
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months.	Attending Physician from a hospital/clinic
3. Valid Solo parent identification card	Local Government Unit
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
MEDICAL ASSISTANCE FOR LABORATORY REQUESTS	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Laboratory Requests with name, license number and signature of the Physician	Attending Physician from a hospital/clinic
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
5. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.
BURIAL ASSISTANCE FOR FUNERAL BILL	
1. Valid Solo parent identification card of the client/ person to be interviewed	Local Government Unit
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy)	City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain,
3. Funeral Contract	The authorized staff of the Funeral Parlor/ Memorial Chapel
4. Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.

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

For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.				
For all other incidents: 3. Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities'/regulating agencies, as may be applicable.		From the Barangay where the client is presently residing.		
PROVISION OF PPE				
1. Valid Solo parent identification card of the client/ person to be interviewed		Local Government Unit		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appearance for application	1. Admin personnel will direct the client to the solo parent focal 1.2 If necessary, the client will be provided with a queueing number	None	5 minutes	Jerome Torres Administrative Staff CBSS
2. Submit required documents for assistance	2.1 Checking of the authenticity and completeness of presented documentary requirements, along with the valid Solo Parent ID • If clients have incomplete requirements, give a list of required documents and	None	10 minutes	Social Worker Officer II CBSS

	advise the client to come back upon completion of requirements			
	2.2 If the requirements are complete, the social worker will interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs	None	10 minutes	<i>Social Worker Officer II CBSS</i>
	2.3.1 Provision of Psychosocial support- The psychosocial services for solo parents are part of the comprehensive program for solo parents and their children, to aid them in their role performance of being a solo parent.	None	30 minutes	<i>Social Worker Officer II CBSS</i>
	2.3.2 If for AICS, solo parent focal will facilitate referral to CIS or SWADT	None	10 minutes	<i>Social Worker Officer II CBSS</i>
	2.3.3 If for SLP, Solo parent focal will facilitate referral to SLP	None		<i>Social Worker Officer II CBSS</i>
	<ul style="list-style-type: none"> For all other services of the Department, the social worker further must refer the client 	None	10 minutes	<i>Social Worker Officer II CBSS</i>

	<p>to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other national government agencies, partner NGOs, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</p> <p>2.6 If for referral to concerned LGU or other agencies, in favor of the client who needs other local services that should be catered thereby- The social worker will prepare the referral letter</p> <ul style="list-style-type: none"> • If necessary, the social worker handling the case shall prepare a case summary indicating 			
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	<p><i>his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall coordinate accordingly to ensure that the referrals are immediately and properly acted upon. Coordination for the after-care and other social welfare support services for the client shall likewise be done by the handling social worker.</i></p> <p>2.7 the referral letter will be forwarded to the Unit head for initial;</p> <p>If approved, it will be forwarded to the Assistant Regional Director (ARD) for initial and will be forwarded to the Regional Director (RD) for approval.</p>			
	<p>2.8 Once approved, the referral letter will be forwarded to the</p>			

	records manager to transmit the approved referral letter to the concerned LGU or other referring agency.			
Total		None	85 minutes	

8. Provision of Assistance under the Recovery and Reintegration program for Trafficked Persons (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social, and economic needs of the clients, the families, and the communities where the trafficked persons will be eventually reintegrated. It also improves community-based systems and mechanisms that ensure the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

Office or Division:	Community Based Services Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking 4. Communities with incidence of human trafficking	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Case Management		
1. Travel documents (for Repatriated TIP Victims)	2. Valid ID	3. Social Case Study Report
		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
Medical Assistance		
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months)	2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures).	3. Barangay Certificate and Valid ID for the client
		Hospital where the client is admitted or seen.
Educational Assistance		
1. School registration and/ or certificate of enrolment	2. Statement of Account for tertiary education	3. Valid school ID Valid ID of the parent/ guardian
		School where the client is enrolled
Skills Training		
1. Official receipt from the training school	TESDA / accredited training school where	

(TESDA/ CHED accredited training school. 2. Valid school ID	the client is enrolled
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	Employer of the client
Financial Assistance for Livelihood	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. 2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
No Documents need.	DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.
Provision of Temporary shelter	
1. Medical Certificate 2. Case Summary 3. Referral Letter from the Social Worker	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.
Support for Victim-survivors/ Witness and Transportation Assistance	
1. Valid ID	Client
2. Social Case Study Report	CSWDO & CBSS
3. Official receipt for the client's board and lodging	Boarding & lodging house where the victim-survivor is staying for the duration to attend the court hearing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 minutes	<i>Rhealyn Sicat</i> RRPTP Social Worker
	1.2 Provide Psychosocial Counseling		30 minutes	
	1.3 Assessment		30 minutes	
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.		30 minutes	
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 minutes	
2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	<i>Rhealyn Sicat</i> RRPTP Social Worker
	2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment.	None	7-15 Days	
	2.2 Processing of	None	3 working days	

	<p>the assistance being sought;</p> <p>a. Preparation of Voucher (if financial related)</p> <p>b. Social Case Study Report</p> <p>c. Preparation of referral letter (if needs other program assistance)</p> <p>2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.</p> <p>2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.</p> <p>2.5 Releasing of the assistance to client (Cash or Non-Cash)</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1-2 working days</p> <p>1-2 working days</p>	
Total	For Temporary Shelter	None	2 hours	
	Livelihood Assistance	None	12 days	
	Other Assistance	None	5 days	

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

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

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

Office or Division:	DSWD Field Office (ISS FO Focal Persons)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Returned Distressed Undocumented Overseas Filipinos and their Families Relatives in the Philippines at the Regional and Local Levels			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A photocopy of Passport/Travel Doc. (when necessary)/Govt.'s issues ID 2. A photocopy of Medical Records including Medical Certificate (when necessary) 3. Original/photocopy of Referral Letter (when applicable) 4. Barangay Indigency Certificate Filled out intake and Crisis Intervention Forms		<ul style="list-style-type: none"> • Client • Client/Hospital/Clinic • Client/SWAtt/LGU/CO, and other concerned agencies/entities • Barangay Hall FO/provincial Sub-Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits FO or ISSO FO Focal contacted the client through various means	1. Initial contact. 1.1 With security guard on duty (walk-in/ referred) for service sequence number.	None	2 Minutes	<i>Myra Grace Ibanez,</i> CBSS ISS Focal or Officer of the Day

	1.2 Security guard endorses the client to SW on duty.			
2. Expressed request for assistance and submit FO requested documents	Initial screening of client's documentary requirements	None	2 Minutes	<i>Myra Grace Ibanez, CBSS ISS Focal</i> or Officer of the Day
3. Client fills out intake form or responds to the questions of social worker	3. Intake interview and assessment	None	20 Minutes	<i>Myra Grace Ibanez, CBSS ISS Focal</i> or Officer of the Day
4. Clients responds to probing or additional questions	4.1 Intervention Identification	None	5 Minutes	<i>Myra Grace Ibanez, CBSS ISS Focal</i> or Officer of the Day
	4.2 Identification of concerned unit/service that will handle the client	None	3 minutes	<i>Myra Grace Ibanez, CBSS ISS Focal</i> or Officer of the Day
	4.2.1 ISS Alternate Focal Person provides needed service if under his/her responsibility 4.3 ISS Alternate Focal Person refers the case to concerned unit/service if not under his/her responsibility			
5. Receives services provided and fill out Crisis Intervention Forms	5.1 ISSAFP direct services - psychosocial, airport assistance, home visitation, and referral to other agencies)	None	20 Minutes	<i>Myra Grace Ibanez, CBSS ISS Focal</i>

	5.2 Other unit/service using their established SOPs			
6. Clients fills out CSMF	<p>When there is no need for further assistance:</p> <ul style="list-style-type: none"> • Case closure in case it was assessed that there is no need for further assistance/ intervention • Encode the details of the ROF to FO profile of clients <p>In case it was assessed the need for further intervention, continue to the next step.</p>	None	<p>3 Minutes</p> <p>3 Minutes</p>	Myra Grace Ibanez, CBSS ISS Focal
7. Notes and follows instruction of social worker	<p>7. Provision of continuous services in the ROF's hometown.</p> <p>Includes referral (when necessary) of the returned OF and his/her family to concerned FO units/LGUs/partner agencies for support services/ reintegration services.</p>	None	20 Minutes	Myra Grace Ibanez, CBSS ISS Focal or Officer of the Day
8. Fills out CSMF	8. Administration of CSMF.	None	3 Minutes	Myra Grace Ibanez, CBSS ISS Focal
	8.1 Inclusion to	None	3 Minutes	

	clients' profile			or Officer of the Day
	8.2 Monitoring, and Feed backing to referring parties/agencies/entities.	None	20 Minutes	
	8.3 Case Closure	None		
Total		None	55 minutes to 98 minutes	
Note: 1) Average number of steps for simple case is 6, while 8 steps for more complex cases. 2) Average duration of helping process for simple case is 55 minutes, but may be extended to 98 minutes and more for complex cases.				

10. Auxiliary Social Services to Persons with Disabilities:

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities the DSWD through our Field Offices provides augmentation support under the Persons with Disability budget in assistive devices, medical assistance, Educational assistance, Burial Assistance and Livelihood Assistance for Persons with Disabilities specifically with those Physical Disabilities, Visual Disability and Learners with Disabilities. In doing this, the Department's aim is to contribute to the Physical Restoration, self, and social enhancement of Persons with Disabilities to attain more meaningful and contributing members of society.

Office or Division:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section			
Classification:	Simple/ Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Filipino Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Provision of Assistive Devices				
1.) Medical Certificate (Indicating the specific assistive devices needed)			Attending Physician (Hospital, Clinic, Barangay Health Worker)	
2.) Barangay Certificate of Indigency			Barangay Hall	
3.) Social Case Study Report/ Case Summary			Local Government Unit or Medical Social Service	
4.) 2x2 Picture or 1 whole body picture			Client	
5.) Request letter			Client	
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents is still subject for verification and additional documents may be required depending on the case.</i>				
For Assistive Devices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients 1. Social Worker or Focal Person receives the client	None	2 Minutes	CBSS Social Worker II/ Person with Disability focal Person
	1.2 Provide a list of requirements	None	2 minutes	CBSS Social Worker II/ Person with Disability focal Person
	1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs	None	5 minutes	CBSS Social Worker II/ Focal Person, Person with Disability Client
	1.4 Social Worker/ Focal person decides with the Person with Disability/	None	5 minutes	CBSS Social Worker II/ PWD Focal Person

	family member what services can be provided			
	1.5 Screening of documents; If documents are complete, Social Worker/ Focal Person conducts an assessment and based on the assessment, decides with the client what services be provided.	None	5 minutes	CBSS Social Worker II / PWD Focal Person
	1.6 Social Worker or Focal Person to prepare the general intake sheet, certificate of eligibility, voucher (service provider) for the approval of the division chief	None	20 minutes	CBSS Social Worker II/ PWD Focal Person
	1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance	None	30 minutes	<i>Maria Cielo G. Agotilla</i> OIC-CBSS <i>Miriam C. Navarro</i> PSD Division Chief <i>Gladys Marie Maghari</i> Budget Officer
	1.7.a For assistive devices and technology not available Release of the assistive device <i>Note: If the assistive device is available in the FO, focal Person will also prepare the gate pass or Requisition and Issue Slip for approval of division chief</i>	None	3 days	<i>Maria Cielo G. Agotilla</i> OIC-CBSS <i>Miriam C. Navarro</i> PSD Division Chief <i>Gladys Marie Maghari</i> Budget Officer
	1.8 Log the transaction in a distribution sheet	None	5 minutes	CBSS SWO-II/ PWD Focal Person or Admin

	signed by the receiving person/client			staff Person with Disability client
	1.9 Facilitate filling out of client satisfaction survey/ feedback	None	5 minutes	CBSS SWO-II/ PWD Focal Person Person with Disability client/ family member
	1.10 For assistive device and technology available, releasing of approved gate pass or RIS For assistive devices and technology not available, Persons with Disability/ family member/guardian will be provided with a claiming stub.	None	20 minutes Within the day for available 5-7 working days upon approval depending on the availability of the assistive devices.	Cash Unit CBSS Social Worker/ Focal Person or Admin Staff
Total	If available:	None	1 hour and 39 minutes	
	If not available:		10 days and 79 minutes	
For Medical, Educational, Burial Assistance, Livelihood Assistance				
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit their complete requirements	For walk-in clients	None	3-5 minutes	<i>Imelda Tagiuam</i> Focal Person, Person with Disability
	1. Social Worker of the Program Focal Person receives and review the required documents.			
	2. Interview and assessment of Persons with Disability needs	None	5 minutes	<i>Imelda Tagiuam</i> Focal Person, Person with Disability
	3. The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian what services can be provided.	None	5 minutes	<i>Imelda Tagiuam</i> Focal Person, Person with Disability
	4. If For AICS, FO Social Worker/ Focal Person to provide referral letter or endorsement to CIS or SWADT		10 minutes	<i>Imelda Tagiuam</i> Focal Person, Person with Disability Miriam C. Navarro, Division chief
Total		None	25 minutes	

11. Implementation of Supplementary Feeding Program

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

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

	1.3 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II
	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office	None	20 days	John Paul A. Alejandro, PDO I CBSS-SFP
	1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries			Haydie D. Mercado AA II, CBSS-SFP
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.A Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II John Paul A. Alejandro, PDO I CBSS-SFP
	2.A.1 Proceed with the processing of the procurement of commodities	None	20 days	Monina Josefina H. Romualdez Regional Director
	2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation.	None	20 days	
	2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA)	None	20 days	Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II

	between LGU and DSWD FO.			<i>John Paul A. Alejandro, PDO I</i> <i>CBSS-SFP</i> <i>Monina Josefina H. Romualdez</i> <i>Regional Director</i>
	2.B.2 Facilitate processing and Distribution of available checks / ADA for the LGU.	None	20 days	DSWD Field Office Cash Section/Disbursing Officer LGU SFP Focal Persons
3. LGU to participate to the program orientation	3. Conduct program Orientation /updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU	<i>Hayrin O. Cifra, SWO III</i> <i>Rodelio N. Calajatan, SWO II</i> <i>Liza R. Pagarigan, ND II</i> <i>John Paul A. Alejandro, PDO I</i> <i>Haydie D. Mercado, AA II</i>
Total		None	144 days	
<i>Republic Act No. 9184 or Government Procurement Reform Act - Annex C (Recommended Earliest Possible Time and Maximum Period allowed for the Procurement of Goods and Services; Article 11, Section 37,38)</i> <i>RA 7160, 54a – "The veto shall be communicated by the local chief executive concerned to the sanggunian within fifteen (15) days in the case of a province, and ten (10) days in the case of a city or a municipality; otherwise the ordinance shall be deemed approved as if he had signed it"</i>				
II. Creation of Cycle Menu and Supervision of Feeding Implementation				
1. Assist in the Conduct of Market Research	1.1 Conducts market research of the most common and available food items in the community.	None	7days	<i>Hayrin O. Cifra, SWO III</i> <i>Rodelio N. Calajatan, SWO II</i> <i>Liza R. Pagarigan, ND II</i> <i>John Paul A. Alejandro, PDO I</i> <i>Haydie D. Mercado, AA II</i> FO Staff, SFP
2. Participation in the creation of cycle menu	2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per LGU 2.1a. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with	None	1 day	

	provinces with capacity on network connection /gadgets			
	2.2 Drafts two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy for Kids.			
3. Finalization of the Cycle menu	3.1 Submits the draft cycle menu for approval of the SFP Focal.	None	4 hours	
	3.2 Approves the cycle menu for allocation in the purchase request.		4 hours	
	3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request		20 days	
4. Implement the approved cycle menu	4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation.	None	20 days	
5. Receives and the food and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitors the delivery of food commodities to the implementing LGU	None	3 days	
	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the		120 feeding days	

	approved cycle menu, target beneficiaries and areas of implementation.			
	Total	None	39 days	
RA 11037, Section 4a – "...that the program shall include the provision of at least one (1) fortified meal for hundred twenty (120) days in a year.				
III. Monitoring and Evaluation (Field Office to Local Government Unit)				
1. Coordinate with the Field Office for technical assistance	1.1 Prepare monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs.	None	1 day per LGU	<i>Hayrin O. Cifra, SWO III</i> <i>Rodelio N. Calajatan, SWO II</i> <i>Liza R. Pagarigan, ND II</i> <i>John Paul A. Alejandro, PDO I</i> <i>Haydie D. Mercado, AA II</i> FO Staff, SFP
	1.1a FO may also conduct spot checks to assess and monitor the implementation (delivery /feeding /weighing, quality and quantity etc.).			
	1.2 Notifies the Local Government on the schedule of the actual visit and/or virtual provision of technical assistance		3 days before the activity	
	1.3 Prepares the Travel Order and/or Virtual Link for the Technical Assistance		20 minutes	
	1.4 Provides technical assistance through either demo, actual observation of the procedure and/or virtual provision of technical assistance ensuring LGUs		1 day per LGU	

	compliance to EODB-ARTA requirements such as the SFP guidelines among others			
2. Provide feedback, issues and concerns on the SFP implementation	2.1 Prepare the feedback report and confirmation report to the LGU monitored		1 day	<i>Hayrin O. Cifra, SWO III</i> <i>Rodelio N. Calajatan, SWO II</i> <i>Liza R. Pagarigan, ND II</i> <i>John Paul A. Alejandro, PDO I</i> <i>Haydie D. Mercado, AA II</i> <i>FO Staff, SFP</i>
	2.2 Approve the feedback report and confirmation report.			<i>Monina Josefina H. Romualdez</i> <i>Regional Director</i>
	2.3 Log the document number of the confirmation report in the DTS			<i>Haydie D. Mercado</i> <i>AA II, CBSS-SFP</i>
	2.4 Endorse to Records Unit			
3. Respond to client satisfaction survey form	3.1 Transmits the approved confirmation report to the LGU and request the LGU counterpart to respond to the Client Satisfaction Survey relative to the TA through a Google form		1 day	<i>Haydie D. Mercado</i> <i>AA II, CBSS-SFP</i>
Total		None	7 days and 20 minutes	

- For procurement process, kindly refer to Citizen's Charter of Procurement management Section

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box located in the lobby of field Office. You may also reach us through telephone and email.</p> <p>combs.foncr@dswd.gov.ph sfpncr@gmail.com sps.foncr@dswd.gov.ph</p>
How feedbacks are processed	<p>Feedback received through email and telephone will be answered within the day.</p> <p>Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt.</p> <p>Grievance will be addressed by the grievance officer.</p>
How to file a complaint	<p>Grievance can be sent via email combs.foncr@dswd.gov.ph</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence e.g. (pictures,screenshots)
How complaints are processed	<p>Complaint letter received will be forwarded to the grievance officer to address the concerns.</p> <p>The grievance officer shall submit a report regarding the complaint.</p> <p>Response letter shall be sent to the complainant.</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)</p> <p>8888</p>

12. 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 Municipal Social Welfare and Development Office; Child Caring / Placing Agency; and DSWD Regional 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)	Philippine Statistics Authority (PSA)	
Child's Profile	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

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.

1. Endorsement Letter to DSWD Secretary
2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.)
3. Death Certificate of Birth Parent/s (if deceased)
4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged)
5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition
6. Copy of marriage certificate or Certificate of No Marriage (if necessary)
7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)
8. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother)
9. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect)
10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)
11. Certificate of Authority for a Notarial Act (CANA) for surrendered cases
12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report.

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office				
1.DSWD residential care facilities/child caring/placing	For Abandoned / Dependent / Foundling Children			
	1.The Adoption Resource and	None	3 working days	FO-ARRS social worker

agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office	Referral Section (ARRS shall review and examines the petition if sufficient in form and substance			
	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>Monina Josefina H. Romualdez Regional Director</i>
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office	None	2 working days	<i>Field Office – Records Section</i>
	For Surrendered Children			
	1. The ARRS shall review the Application together with the supporting documents	None	3 working days	<i>FO-ARRS social worker</i>
	2. The Regional		2 working days	<i>Monina Josefina</i>

	Director shall render recommendation on the Application			<i>H. Romualdez Regional Director</i>
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation		2 working days	<i>Field Office – Records Section</i> <i>Note: The number of signatories in the documents shall be limited to only 3 signatories</i>
	For Neglected / Abused Cases			
	1. The ARRS shall review the Petition together with the supporting documents	None	3 working days	<i>FO-ARRS social worker</i>
	2. The Regional Director shall render recommendation on the Petition	None	2 working days	<i>Monina Josefina H. Bautista Regional Director</i>
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation	None	2 working days	<i>Field Office – Records Section</i>
Central Office				
DSWD Field Offices endorse the Petition/ Application and supporting documents to DSWD-PMB	A. Program Management Bureau (PMB)			
	1. PMB Admin staff receives and tracks the document to the Document Transaction Management System (DTMS) and endorses to ARRD technical staff for review.	None	4 working days	<i>PMB –ARRD Admin Staff</i>
	2. PMB technical staff acknowledges and reviews the	None		<i>PMB-ARRD Social Worker</i>

	dossier for issuance of CDCLAA. If, incomplete in form and substance, prepare memo to the concerned FO indicating comments and recommendations.			
	3. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy furnished PMB- ARRD Admin staff for tracking in the DTMS.	None		<i>PMB-ARRD-Social Worker ARRD Admin. Staff</i>
	4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval /Disapproval.	None		<i>OIC-Division Chief</i>
	5. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director	None		<i>ARRD Admin staff</i>

	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				
	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 comments/ note			<i>PMB ARRD-TS Staff</i>
	11. PMB TS responds to comments/ notes and return to the Undersecretary			<i>OSEC – Technical staff</i>
C. Secretary Level				
	12. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)	None	2 working days	<i>Mr. Erwin Tulfo</i> DSWD-Secretary
	13. Secretary signs the Certificate Declaring the Child			

	Legally Available for Adoption, if application is meritorious.			
TOTAL			7 working days	
PMB transmits the endorsement and signed CDCLAA to Field Office	D. Program Management Bureau			
	14. Receives the signed CDCLAA from OSEC and tracks to DTMS.	None	5 minutes	ARRD Admin staff
	15.Send thru email an advance copy of the signed CDCLAA to the FO		5 minutes	
	16. Drafts memo to the FO endorsing the signed CDCLAA	None	15 minutes	ARRD Social Worker
	17. Approves by the Bureau Director the memo to the FO.	None	15 minutes	Bureau Director
	18. Endorse to the Records Section/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA	None	15 minutes	PMB Admin Staff
	19. Transmit the signed original CDCLAA to the FO	None	3-5 working days	DSWD CO Records Officer
	TOTAL		NONE	5 days and 55 minutes

13. 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	
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
1. 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	Embassy / Foreign Adoption Agency / ICAB

<p>adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.</p> <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>	
<p>2. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs</p>	<p>Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)</p>
<p>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</p>	<p>Character Reference</p>

more than fifteen (15) years.	
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	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/DO
4. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC)	DSWD FOs/LGUs/CCAs/CPAs
5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
8. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD-FOs
9. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
10. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
11. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Abandoned/Foundling/Neglected Children	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child

5.Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7.Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
8.Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9.Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Additional Supporting Documents	
1.Death Certificate of Birthparents (if deceased)	PSA
2.Psychiatric / Psychological Evaluation Report (if birthparents is/are diagnosed to be intellectually challenged)	Hospital attending the concerned birth parent
3.DVC of husband (if child was born within a valid marriage)	
4.Marriage Certificate (if necessary)	PSA
For Relative Adoption	
<ul style="list-style-type: none"> • Same as the requirements stated above for Surrendered / Abandoned / Foundling / neglected Children • 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 Copy of the Adoption decree	Court where the domestic adoption was finalized
3.Certified True Copy of the Finality / Entry of Judgment	Court where the domestic adoption was finalized
4.One (1) SECPA copy of New Birth Certificate of the Child	Philippines Statistics Authority (PSA)
5.Photograph of the Child with the Adoptive Parents	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;	Foreign Adoption Agencies (FAAs)

HSR prepared by an accredited 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
FO Level				
1.Processing of Adoption Application The Prospective Adoptive Parent/s inquires (either thru phone, walk-in, e-mail, DSWD dashboard) / file application to the concerned Field Office	1. Convene /conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/forum	ARRS Social Worker
	2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren.	None	Within the day upon receipt of the PAP/s case One (1) day	ARRS Social Worker
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the complete documentary requirements to the FO:	None		PAP/s/ ARRS Social Worker
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family	None		ARRS Social Worker

	members and significant others.			
	5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements.	None	Within a month from the date of filing of application from adoption of PAPs	ARRS Social Worker
	6.If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)			Note: The number of signatories in the documents shall be limited to only 3 signatories
	7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching			
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	ARRS Social Worker
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	ARRS Social Worker Monina Josefina H. Romualdez Regional Director
	3.Inform and invite the managing social worker of the child and PAP/s to present the case for matching	None	At least three (3) days prior to the scheduled matching conference.	FO- ARRS Social Worker
	4.Invite the RCWSG members		At least three (3) days prior	FO-ARRS Social Worker

	to the matching conference		to the scheduled matching conference	<i>Monina Josefina H. Romualdez</i> Regional Director
	5. Provide the RCWSG members advance copies of dossier of children / PAP/s	None	At least five (5) working days before the matching conference	FO-ARRS Social Worker
	6. Conduct / present the child and PAP/s' case in the matching conference		One (1) day (Matching Conference at least twice a month but not exceeding four times a month	Child and PAP/s handling Social Worker
	7. Provide substantial comments / observations and inputs on the cases presented and deliberate matching of children and PAP/s		During the matching conference	RCWSG members
	8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching.		After the matching conference	<i>Monina Josefina H. Romualdez</i> Regional Director
	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.		Within three (3) days from the date of matching	<i>FO-ARRS Social Worker</i> <i>Monina Josefina H. Romualdez</i> Regional Director
	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>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>		Within two (2) days after receipt of the notice of the result of matching	PAP/s
	11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the written acceptance letter of the PAP/s.	None	Within the day after the receipt of the acceptance letter of the PAPs	FO- ARRS Social Worker
	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	None	Within 10 days from the receipt of PAPA duly conformed by the PAP/s'	PAP/s' and child Social Workers

	parties.			
	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.	None	A day after receipt of the final post-placement supervisory report	<i>ARRS Social Worker</i> <i>Monina Josefina H. Romualdez</i> 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.		Within 30 days after the receipt of CA.	<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. 1. Acknowledge and review the Child /Home Study Report and other	None	Within a day after the upon receipt of the dossier	<i>PMB ARRD Social Worker</i>

	documentary requirements and make assessment and recommendation.			
	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 PAP/s in the matching	None	On the day of scheduled matching conference (At least once a	<i>Child/PAP/s Social Worker</i> <i>NCWSG members</i>

	conference. Ensure a quorum of the NCWSG members (three (3) out of five (5)).		month, but not exceeding four (4) times a month	
	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>PMB-ARRD Social Worker</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	
	8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA). 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	None	Within two (2) days after the matching conference	<i>PMB-ARRD Social Worker</i>

	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			
	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.	None	A day after the matching conference	<i>PMB Bureau Director</i>
	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.		Within two (2) days upon receipt the notice of matching result	PAP/s
	10. Once accepted the matched, submit Acceptance Letter to PMB	None	Within the day, after the receipt of the result of the matching	PAP/s
	11. Facilitate the approval of the Pre-Adoption		Within the day from the receipt of	<i>PMB –ARRD Social Worker</i>

	Placement Authority (PAPA), signed by the Bureau Director		Acceptance Letter from the PAP/s	<i>PMB Bureau Director</i>
	12. Coordinate and facilitate child's actual physical transfer to the PAP/s	None	Within 10 days after the receipt of the PAPA	<i>PAP/s' Social Worker</i>
	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.		Three (3) months after placement of the child	<i>PAP/s' Social Worker</i>
	14. Facilitate the issuance of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department		Within the day, after the receipt of the third/final post placement supervisory report	<i>DSWD Undersecretary for Operations</i>
TOTAL		None	25 Days Maximum depending on the case of the child	

14. Licensing for 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 or Division:	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 the applicant and, where applicable, his/her family taken at least 6 months		Applicant

1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Section (ARRS) – Foster Care
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 Note: Other document/s may be required	Applicant

is/are necessary on the case management of intensive cases				
CLIENT 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	<i>FC Social Worker</i>
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	<i>Nancy Manimtim Admin Aide IV, Foster Care</i>
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	<i>Nancy Manimtim Admin Aide IV, Foster Care</i>
	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	<i>Nancy Manimtim Admin Aide IV, Foster Care</i>
	2.3 Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a scheduled home visit	None	1 hour, 30 minutes	<i>FC Social Worker</i>
	2.4 Database logging of the	None	10 minutes	<i>Nancy Manimtim Admin Aide IV, Foster Care</i>

	Acknowledgment Letter for onward endorsement to the Section Head			
	2.5 Review and recommending approval of the Section Head	None	1 hour	<i>Angelique Diaz</i> OIC, Foster Care
	2.6 Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	2.7 Review and recommending approval of the Division Chief	None	1 hour	<i>Ms. Mirriam C. Navarro</i> PSD Chief
	2.8 Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	2.9 Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	<i>Ms. Teresita L. Valentino</i> Assistant Regional Director for Operations
	2.10 Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	2.11 Approval of the Regional Director	None	2 hours	<i>Monina Josefina H. Romualdez</i> Regional Director
	2.12 Endorsement of the approved Acknowledgment Letter to the Records Section	None	20 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care

	and furnishing of a copy of the same document to the ARRS Social Worker			
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 residence for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay.	None	8 hours	<i>FC Social Worker</i>
	3.2 Preparation of the Home Study Report (HSR)	None	Within 20 days	<i>FC 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	
	3.4 Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Section Head	None	10minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	3.5 Review and recommending for approval of the Section Head	None	4 hours	<i>Angelique Diaz</i> OIC, Foster Care
	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>Nancy Manimtim</i> Admin Aide IV, Foster Care
	3.7 Review and	None	4 hours	<i>Ms. Mirriam C. Navarro</i>

	recommending approval of the Division Chief			<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>Nancy Manimtim</i> Admin Aide IV, Foster Care
	3.9 Review and recommending approval of the Assistant Regional Director for Operations	None	4 hours	<i>Ms. Teresita L. Valentino</i> Assistant Regional Director for Operations
	3.10 Database of the draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Regional Director	None	10 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	3.11 Approval of the Regional Director	None	4 hours	<i>Monina Josefina H. Romualdez</i> Regional Director
	3.12 Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	10 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	3.13 Endorsement of the approved letter with 2 original copies of signed signed FFCL and Foster Care ID to the Records Section	None	20 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	TOTAL	None	21 days, 21 hours and 35 minutes	

15. 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 Child's Profile		Philippine Statistics Authority (PSA) 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 PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Pre-matching	1.1 Receipt of the dossier of the child	None	15 Minutes	Nancy Manimtim Admin Aide IV,

	from the concerned agency			Foster Care
	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	FC Social Worker
	1.4 Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None		
	1.5 Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary	None		
	1.6 Database logging of the Acknowledgment Letter for onward endorsement to the Section Head	None	10 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
	1.7 Review and approval of the acknowledgment letter or comments	None	1 day	<i>Angelique Diaz</i> OIC, Foster Care <i>Mirriam C. Navarro</i>

	on the child's dossier			<i>PSD Chief</i> <i>Teresita L. Valentino</i> ARD for Operations <i>Monina Josefina H. Romualdez</i> Regional Director
	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	None	10 minutes	<i>Matching Secretariat,</i> <i>Regional Child Welfare Specialist</i>

	members, foster care matching secretariat, and social workers participating in the conference			<i>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 comments, observations, and inputs on the case presented	None	2 hours	<i>Matching Secretariat, RCWSG, Case 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	None	10 minutes	<i>Nancy Manimtim Admin Aide IV, Foster Care</i>

	Transmittal Memo to concerned agency for onward endorsement to the Section Head			
	3.2 Review and Approval of the Resolution, Certificate of Matching, draft FPA, and transmittal to concerned agency	None	1 day	<i>Angelique Diaz</i> OIC, Foster Care <i>Miriam C. Navarro</i> PSD Chief <i>Teresita L. Valentino</i> ARD for Operations <i>Monina Josefina H. Romualdez</i> Regional Director
	3.3 Endorsement of the approved Acknowledgment/Transmittal Letter to the concerned agency/social worker	None	20 minutes	<i>Nancy Manimtim</i> Admin Aide IV, Foster Care
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,</i> <i>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</i> <i>Secretariat</i>
	3.6 Approval of the FPA and transmittal letter to the concerned agency/social worker	None	1 day	<i>Angelique Diaz</i> OIC, Foster Care <i>Miriam C. Navarro</i> PSD Chief <i>Teresita L. Valentino</i> ARD for Operations <i>Monina Josefina H. Romualdez</i> Regional Director

	3.7 Sending of the signed FPA and transmittal letter to the concerned agency/ social worker (either face to face, email, or mail through the Records Section)	None	1 hour (for face to face or email)	<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 adjustment in the foster home until foster placement is terminated	None	Frequent for the first three months; Bi-monthly for the succeeding months Short term - less than 6 months Long-term - 6 months or more	<i>ARRS Social Worker</i>
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 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 clients could write their complaints or suggestions in the provided service/technical assistance.
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</p>

	<p>concerns and the action taken.</p> <p>Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours.</p>
<p>Contact Information</p> <p>ARTA</p> <p>PCC</p> <p>CCB</p>	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>8888</p> <p>CCB: 0908-881-6565 (SMS) CIS Tel No; 8735-5413/ 3493-7907</p>

16. Securing Travel Clearance for Minors Travelling Abroad (MTA)

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

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

8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA;	Philippine Statistics Authority (PSA)
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<i>B. For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i>	
1. Duly accomplished Application Form	DSWD Field Office NCR or download form at www.ncr.dswd.gov.ph
2. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid ID with seen signatures. If parents are working abroad, valid passport and visa or any ID issued abroad.	Law Office and Notarized at the place where the parents resides/ Philippine Embassy (if minor's parent/s are abroad)
3. Original copy of the previous Travel Clearance issued by DSWD Field Office NCR	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
<i>C. Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office NCR or download form at www.ncr.dswd.gov.ph
2. PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Marriage Certificate of minor's parents (SECPA), Solo Parent ID, for Solo Parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA; in case of	PSA, Local Social Welfare and Development Office (for the Solo Parent's ID); Family Court.

deceased parent/s, copy of the Death Certificate.	
4. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid ID with seen signatures. If parents are working abroad, valid passport and visa or any ID issued abroad.	Law Office and Notarized at the place where the parents resides/ Philippine Embassy (if minor's parent/s are abroad)
5. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Applicant
6. Photocopy of the passport of the traveling companion.	Minor's travelling companion
<i>D. Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office NCR or download form at www.ncr.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office NCR;	Applicant
3. Notarized Affidavit of Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid ID with seen signatures. If parents are working abroad, valid passport and visa or any ID issued abroad.	Law Office and Notarized at the place where the parents resides/ Philippine Embassy (if minor's parent/s are abroad)
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange</i>	

<i>Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	
3. Letter from the Sponsor	Sponsor
<i>Minors going Abroad for Inter-Country Adoption</i>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director
3. Photocopy of Foster Placement Authority	Applicant
4. Photocopy of Foster Care License of the Family	Applicant
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD
6. Return Ticket	Applicant
<i>Minors Under Legal Guardianship</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting to the parents employment	Applicant
2. Photocopy of Seaman's Book of Parent/s	
<i>For Minors with alleged missing parent/s</i>	
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged	Local Police or Barangay of the alleged missing parent/s last known address

missing parent				
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.		Applicant		
<i>Within the Day Transaction</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	2.1 Issuance of Service Sequence Number 2.2. Encoding of the client's information in online Spreadsheet 2.3 Issuance of the Client Satisfaction Survey Form (CSS Form)	None	5 minutes	<i>Officer of the Day</i>
2. Submission of Application and Documentary Requirements	Receives Filled-up Application Form and Documentary requirements presented by the Client.	None	5 minutes	<i>Social Worker</i>
3. Screening of Application and documentary requirements	Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.	None	5 minutes	<i>Social Worker</i>
4. Interview / Assessment	4.1 Social Worker interviews and conducts assessment of the application; 4.2 Recommends for the approval or disapproval of the application to the	None	20 minutes	<i>Social Worker</i>

	Signing Authority.			
	4.3 Approves / Disapproves the application	None	5 minutes	<i>Eden A. Llamanzares Head, MTAS</i>
	4.3.1 If Approved, proceed to step 6			<i>Social Worker</i>
	4.3.2 If Disapproved, Counseling and Explanation of reason for disapproval of application			<i>Social Worker</i>
	4.4 Notify the DFA, BI, PMD, DSWD-CO	None	5 minutes	<i>Social Worker</i>
	If exempted, prepares the Certificate of Exemption for Approval of the Regional Director or the Authorized Signatory		10 minutes	<i>Social Worker / Admin Staff</i>
5. Payment of:	5.1 Issues order of payment / Billing Statement	Php 300,00 for 1 year validity	3 minutes	<i>Ms. Milagros Bumanlag OIC, Cash Section</i>
	5.2 Issues Official Receipt to the Applicant on the Payment received	Php 600 for 2 years validity		<i>Social Worker/ Admin Staff</i>
	5.3 Issuance of Claim Stub, schedule of release (minimum of 10day processing and maximum of 3 days processing0			
6. Issuance of travel Clearance Certificate / Exemption	6.1 Encodes / Types the details of the applicant to the Travel	None	10 minutes	<i>Social Worker / Admin Staff</i>

Certificate	Clearance Certificate			
	6.2 Signs / Approves the application or Certificate of Exemption for Exempted applicants, as requested by client	None	5 minutes	<i>Monina Josefina H. Romualdez</i> Regional Director or the authorized approved signatory
7. Receipt of the Travel Clearance Certificate and Submission of the Filled-up CSS Form and Signs the Logbook for the Received Travel Clearance/ Certificate of Exemption	Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	<i>Admin Staff</i>
TOTAL		Php 300.00 – 600.00	1 hour and 19 minutes**	

- Social Workers may require additional documents from the applicants as a basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse.

**Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form and drop into the box or send to travel.foncr@dswd.gov.ph MTAS Contact Info: 8-310-1435 / 8-733-0010 to 18 local 210
How feedbacks are processed	The unit 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.
How to file a complaint	<p>To file a complaint, 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 complaint to travel.foncr@dswd.gov.ph</p>
Complainant using 8888	SMS will receive the complaint and will be forwarded to MTAS; the unit 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.
How complaints are processed	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. An internal investigation shall be conducted within the unit, then provide recommendation and officially send reply letter/memo to the complainant.
Contact Information ARTA CCB PCC	<p>Tel No. 8847-5093 Email Add: complaints@arta.gov.ph</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)</p> <p>Hotline: 8888 Email Add: pcc@malacanang.gov.ph</p>

17. 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	PERSON RESPONSIBLE
1. Send a request	1.1 Receive, check	None	1 hour	Admin Staff

letter to DSWD-NCR two (2) weeks before the conduct of the activity.	and log request letter and forward to the Office of the Regional Director (ORD).			(Records Section)
	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>Monina Josefina H. Romualdez Regional Director</i>
	1.4 Review and provide instructions and endorse to Capability Building Section (CBS)	None	3 Hours	<i>Miriam C. Navarro Protective Services Division Chief</i>
	1.5 Receive the request letter	None	1 Hour	<i>Roxanne C. Giray 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>Fannie Ezra Dacudag 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>Fannie Ezra Dacudag 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	None	3 Hours	<i>Fannie Ezra Dacudag Technical Staff (CBS)</i>

	and Regional Special Order			
	1.10 Forward confirmation letter, memo and draft RSO to PSD Chief for review and initials	None	1 Hour	<i>Roxanne C. Giray</i> Admin staff (CBS)
	1.11 Review and sign confirmation letter and draft RSO and endorse to ARD for Operations	None	3 Hours	<i>CBS Section Head</i>
	1.12 Review and sign confirmation letter and draft RSO and endorse to Office of the Regional Director	None	3 Hours	<i>Teresita L. Valentino</i> Assistant Regional Director for Operations
	1.13 Review and sign the confirmation letter, memo and RSO	None	6 Hours	<i>Monina Josefina H. Romualdez</i> Regional Director
	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>Roxanne C. Giray</i> Admin staff (CBS)
	1.16 Send out to the requestor the documents thru email and to Records Section	None	1 Hour	<i>Roxanne C. Giray</i> Admin staff (CBS)

	for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail			
	1.17 Encode details of the request to a database	None	1 Hour	<i>Fannie Ezra Dacudag</i> Technical Staff (CBS)
	1.18 Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor (ANA)	None	3 Hours	<i>Fannie Ezra Dacudag</i> Technical Staff (CBS)
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		None	43 Hours or 5 days	

18. Borrowing of KEC / RLRC Materials and Collections

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 to the thrust of the Department that all DSWD Offices should maintain a LRC wherein all knowledge products are installed and is 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		
Borrower's Logbook or Google Form		Capacity Building Section / RLRC		
Valid Identification Card		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1 For Internal Client				
1. Inquiry on the availability of book/ material	1.1 Request client to provide ID (proof of	None	5 minutes	Rowela Rosales RLRC Admin Aide (Capacity Building

	identification)			Section)
	1.2 Request client to register in the logbook/ QR Code	None	10 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	1.3 Check the availability of the book/ material - If available , check if it is circulating or non-circulating book/ material - If not available , inform its non-availability and/ or refer to other RLRC/ libraries.	None	20 minutes 10 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	1.4 If circulating material , conduct a physical inspection in front of the client and discuss the condition of the book/ material If not circulating material , inform for "Room Use" only and/ or photocopy part of the material.	None	15 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
2. Accomplishment of CSMS	2 Request client to fill out CSMS via printed copy/email/QR Code	None		<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
3. Accomplishment of Book Card	3.1 Request client to fill out the Book Card (Date Borrowed/ Name and Office)	None	10 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	3.2 Update Borrower's Matrix by entering the borrowing	None	15 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)

	transaction details and write the date on the Date Due Slip based on the prescribed borrowing period of seven (7) work days			
	3.3 Release the book/ material to the client. Proceed to Returning when the client returns the book/ material. If requesting for renewal, proceed to filling out of Book Card unless another borrower has requested to reserve the book/ material.	None	5 minutes	Rowela Rosales RLRC Admin Aide (Capacity Building Section)
TOTAL		NONE	95 minutes / 1 Hour and 35 minutes	
A.2 For External Client				
1. Inquire on the availability of book / material	1.1 Request client to provide ID or Visitor's ID (proof of identification)	None	5 minutes	Rowela Rosales RLRC Admin Aide (Capacity Building Section)
	1.2 Request client to register in the logbook/ QR Code	None	10 minutes	Rowela Rosales RLRC Admin Aide (Capacity Building Section)
	1.3 Check the availability of the book/ material - If available, inform for "Room Use" only and/ or photocopy part of the material	None	20 minutes 10 minutes	Rowela Rosales RLRC Admin Aide (Capacity Building Section)

	Request client to fill out CSMS.			
	- If not available, inform its non-availability and/ or refer to other RLRC/ libraries.			
TOTAL		None	50 minutes	
B. Returning				
1. Client Registration	1.1 Request client to register in the logbook / QR Code	None	10 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	1.2 Inspect the book/ material to be returned	None	5 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
2. Accomplish Book Card	2.1 Request client to fill-out the Book Card (date Returned and Signature)	None	10 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	2.2 Write the time of return in the same column and sign	None	5 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	2.3 Return the Book Card to its pocket.	None	5 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
	2.4 Update Borrower's Matrix and sign in the Date Due Slip	None	10 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
3. Accomplish CSMS	3 Request client to fill out CSMS via printed copy/email/QR Code	None	5 minutes	<i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section)
TOTAL		NONE	50 minutes	

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 of the Client Satisfaction Measurement Form: https://forms.gle/jQVd8ZybwRRvszio6 and Evaluation Form: https://forms.gle/Kr7PWinXsAiT5sJA9</p>
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 CCB, PCC, 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>

19. Procedure for Social Pension Provision to Indigent Senior Citizens

Upon approval of application and inclusion in the Social Pension Program, the eligible and indigent senior citizen will now proceed to availment of quarterly stipend.

Office or Division:	Social Pension Program Management Officer (SPPMO)/ Protective Services Division (PSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Indigent Senior Citizens who are: a) Sixty (60) years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability. b) No Permanent source of income. c) No regular support from family or relatives for his/her basic needs. d) No pension from Government Service System (GSIS), Social Security System (SSS),Philippine Veterans Affairs Office (PVAO), Police Mutual Benefits Association, Inc., and any other insurance company or/and agencies.			
CHECKLIST OF 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. Barangay Certification		Barangay Hall		
4. Picture of Pensioner and Authorized Representative holding the latest newspaper (must be taken on or before pay-out)		Pensioner		
5. 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	1. Review and thorough checking	None	5 minutes	Admin Aide IV, Admin Asst. III

Requirements to the assigned validator Note: ensure to submit all needed documentary requirements for validation.	of the completeness of requirements and accuracy of information of pensioner vis-à-vis payroll. Note: If the requirements are complete. 1.1 Incomplete requirements, inform the pensioner of the lacking documents Note: In case of discrepancies in RAO vs. ID's, Certificate will be Issued by the OSCA from LGU		3 minutes	(Validator) SPPMO Admin Aide IV, Admin Asst. III (Validator) SPPMO
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	Admin Aide IV, Admin Asst. III (Validator) SPPMO
3. Proceed to SDO/Paymaster for receipt of stipend	3. Rechecking of the validated documents. Release the stipend.	none	3minutes	Special Disbursing Officer/ Paymaster
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	None	2 minutes	Admin Aide IV, Admin Asst. III (Validator) SPPMO Admin Asst. III, Admin Aide IV (Database) SPPMO

	Information System			
TOTAL		None	18 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 of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

20. Case Management in Center and Residential Care Facility

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

CRCFs under FO-NCR:

a. Reception and Study center for Children (RSCC)

Office or Division:	Reception and Study Center for Children (RSCC)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen		
Who may avail:	Field Offices Center Facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) Original copy of referral letter		<ul style="list-style-type: none">For CSWDO or MSWDO - from the City/Municipal Social Welfare Office duly signed by the Head of the agency.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.	
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.	
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.	

		<ul style="list-style-type: none"> One (1) original copy of Dental Records, if any or available. 		
Court Order (if any)				
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. 		
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. 		
One (1) original copy of Birth 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 PSA or local civil registrar's office where the child was born. 		
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. 		
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. 		
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
Pre-Admission Phase				
1. Client submits for initial interview and assessment	1. Conducts initial interview with the client (either walk-in, outreach, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare	None	1 hour 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

	<p>Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p><i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p>			
2. Attends pre-admission conference	2. Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the client in line with his/her admission to the facility	None	2 hours	Social Worker, Referring Party, Parents or any available family members

	<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>			
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</p>	None	1 day	<p><i>Helping Team/Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p>

	<p><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>			
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 result of the inventory of the client's belongings ((<i>This is not applicable to non-residential facilities</i>))	None	During the Client's 1 st day in the facility	<i>Houseparent</i>
Submits self for examination	4. Refers or submits client for physical examination and pre-natal check-up	None	During the client's first day in the facility	<i>Medical Officer, Nurse</i>
	Conduct of Dental Assessment	None	During the client's first day in the facility	<i>Dentist</i>
	5. Endorses the	None	During the	<i>Social Worker, Houseparent</i>

	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.		client's first day in the facility	
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 on the client At this stage, the request for Parental/Family	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>

	Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.			
	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.	None	Within 30 days after admission Within 15 days after admission for the Intervention Plan	<i>Social Worker, Client/Resident</i>
	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 Case conference is also conducted as need arises	None	During the client's 4 th week in the facility; monthly	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU</i>
	6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 th week in the facility	<i>Helping Team/Multidisciplinary Team</i>
Receives the	7. Implements and	None	During the	<i>Helping</i>

provisions of the center and various interventions provided	facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal		client's/resident's stay in the facility which is a minimum of six months with exception to the following: a. Early 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.	<i>Team/Multidisciplinary Team</i>
	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	None	During the client's 3 rd month in the facility	<i>Social Worker, Helping Team/Multidisciplinary Team</i>

	of the Helping Team/ Multidisciplinary Team.			
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>
Attends pre-discharge conference	3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the	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>receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	4. Prepares Termination Report if client is	None	5 days	<i>Social Worker</i>

	for reintegration, and Transfer Summary if the client is for transfer to other SWA.			
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	Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU
	7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident
Post Center-based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed	None	3 months to 6 months after discharge	<i>Social Worker, LGU, other Stakeholders, Client, Client's</i>

	<p>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>			<i>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	None	Upon completion of at least 50% of the After- Care Program Plan	<i>Social Worker</i>

	from the client, the Social Worker 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	

b. Nayon ng Kabataan

Office or Division:	Nayon ng Kabataan		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Government G2G – Government to Citizen		
Who may avail:	Referring Party: C/MSWDO NGO Walk-in clients 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. Original Copy of Referral Letter duly signed by the Head of Office of Referring Party		City / Municipal Social Welfare and Development Office	
2. 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	
3. Police Blotter Report		Local Police Station with jurisdiction over the locality / community where the child was reached out	
4. 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)/ Anti-Gen test result gen test result		Any government accredited medical facility	
5. School Record (Form 137 at Form 138)		Former School of child	
6. photocopy of Birth Certificate		Philippine Statistic Authority	
7. photocopy of Baptismal Certificate		Any church-based offices that issue Baptismal Certificate	
8. Original copy of Psychological Assessment Report.		Any registered Psychologists, Mental Hospital, Psychiatrist that issues psychological report.	
9. 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 with jurisdiction over the residence of the child’s family		
Termination Phase				
After-Care Report		City/Municipal Social Welfare and Development Office with jurisdiction over the residence of the child’s family		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits initial interview and assessment	Conduct initial interview with the client (either walk-in, outreach, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court and other Social Welfare Agencies, individuals and government or private agencies) to determine eligibility to receive services in the RCF 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 (Endorsement should be made depending on the level of accreditation)	None	30 minutes	Officer of the Day/ Executive on Duty
2. Attend the pre-admission conference.	Conduct of pre-admission with referring party.	None	2 hours	Social Worker, referring party, parents

	client's family and other center staff to discuss the problem of the client with his/her admission to the facility Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done and therefor admission conference comes immediately once client is assessed to be eligible for services			
Total		None	5 days, 2 hours, 30 minutes	
Admission				
1. Attend admission Conference	Facilitate conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the	None	1 day	Rehabilitation Team Members Ms. Fatima Ninon, HP IV Dr. Rasel Carbonell, MO III Michael Macaraeg, Psychologist III Eloisa Delos Reyes, Psychologist I Imelda Salvador, PDO II- Productivity Ms. Lilybeth Petrollado, ND I Norma G.

	<p>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>			<p><i>Marcelino, SWO III, Supervising Social Worker</i></p> <p><i>Case Managers</i></p>
2. Submits self to the inventory of belongings	Conducts an inventory of the client's belongings and records them	None	During the Client's 1 st day in the facility	Houseparent
3. Accepts set of clothing and other provisions to be provided.	Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings (<i>(This is not applicable to non-residential facilities)</i>)	None	During the Client's 1 st day in the facility	Houseparent
4. Submits self for examination	4.1 Refers or submits client for physical examination and pre-natal check-up	None	During the client's first day in the facility	Medical Officer, Nurse

	in case client is pregnant.			
	4.2 Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the child's behavior and interact with his/her properly. <i>((This is not applicable to non-residential facilities))</i>	None	During the client's first day in the facility	Social Worker, Houseparent
Total		None	1 day	
Center-based Intervention Phase				
	Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 st day in the facility	Social Worker
	2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 nd to 7 th day of the client in the facility.	Psychologist, Psychometrician Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs. Mr. Michael Macaraeg, Psychologist III <i>Ms. Eloisa Delos Reyes, psychologist I</i>

	<p>3. Gathers additional information from the client, significant others and the worker's own observation on the client</p> <p>At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.</p>	None	During client's 2 nd to 3 rd week of in the facility	<p><i>Rehabilitation Team Members</i></p> <p><i>Ms. Fatima Ninon, HP IV</i></p> <p><i>Dr. Rasel Carbonell, MO III</i></p> <p><i>Michael Macaraeg, Psychologist III</i></p> <p><i>Eloisa Delos Reyes, Psychologist I</i></p> <p><i>Imelda Salvador, PDO II-Productivity</i></p> <p><i>Ms. Lilybeth Petrollado, ND I</i></p> <p><i>Norma G. Marcelino, SWO III, Supervising Social Worker</i></p> <p><i>Ms. Maridol R. Licerio, SWO V/Center head</i></p> <p><i>Case Managers</i></p>
Receives the provisions of the center and various interventions provided	<p>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-</p>	None	<p>Within 30 days after admission</p> <p>Within 15 days after admission for the Intervention Plan</p>	<p>Social Worker, Client/Resident</p>

	term goals.			
	<p>5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan</p> <p>Case conference is also conducted as need arises</p>	None	During the client's 4 th week in the facility; monthly	<p>Helping Team/Multidisciplinary Team, Referring Party, LGU</p> <p><i>Ms. Fatima Ninon, HP IV</i></p> <p><i>Dr. Rasel Carbonell, MO III</i></p> <p><i>Michael Macaraeg, Psychologist III</i></p> <p><i>Eloisa Delos Reyes, Psychologist I</i></p> <p><i>Imelda Salvador, PDO II-Productivity</i></p> <p><i>Ms. Lilybeth Petrollado, ND I</i></p> <p><i>Norma G. Marcelino, SWO III, Supervising Social Worker</i></p> <p><i>Maridol R. Licerio SWO V/RCF head</i></p> <p><i>Case Managers</i></p>
	<p>6. Review and update the Intervention Plan based on the result of the case conference, if necessary.</p>	None	During the client's 4 th week in the facility	<p>Helping Team/Multidisciplinary Team</p> <p><i>Ms. Fatima Ninon, HP IV</i></p> <p><i>Dr. Rasel Carbonell, MO III</i></p> <p><i>Michael Macaraeg, Psychologist III</i></p> <p><i>Eloisa Delos Reyes,</i></p>

				<p><i>Psychologist I</i></p> <p><i>Imelda Salvador, PDO II-Productivity</i></p> <p><i>Ms. Lilybeth Petrollado, ND I</i></p> <p><i>Norma G. Marcelino, SWO III, Supervising Social Worker</i></p> <p><i>Ms. Maridol R. Licerio SWO V/RCF Head</i></p> <p><i>Case Managers</i></p>
	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	<p>During the client's/resident's stay in the facility which is a minimum of six months with exception to the following:</p> <p>c. Early reintegration/ rehabilitation prior to six months;</p> <p>Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.</p>	<p>Helping Team/Multidisciplinary Team</p> <p><i>Ms. Fatima Ninon, HP IV</i></p> <p><i>Dr. Rasel Carbonell, MO III</i></p> <p><i>Michael Macaraeg, Psychologist III</i></p> <p><i>Eloisa Delos Reyes, Psychologist I</i></p> <p><i>Imelda Salvador, PDO II-Productivity</i></p> <p><i>Ms. Lilybeth Petrollado, ND I</i></p> <p><i>Norma G. Marcelino, SWO III, Supervising Social Worker</i></p> <p><i>Ms. Maridol R. Licerio SWO V/RCF Head</i></p> <p><i>Case Managers</i></p>

	8. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case	None	Monthly	Helping Team/ Multidisciplinary Team <i>Ms. Fatima Ninon, HP IV</i> <i>Dr. Rasel Carbonell, MO III</i> <i>Michael Macaraeg, Psychologist III</i> <i>Eloisa Delos Reyes, Psychologist I</i> <i>Imelda Salvador, PDO II-Productivity</i> <i>Ms. Lilybeth Petrollado, ND I</i> <i>Norma G. Marcelino, SWO III, Supervising Social Worker</i> <i>Ms. Maridol R. Licerio SWO V/RCF Head</i> <i>Case Managers</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 progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	Helping Team/Multidisciplin ary Team, Referring Party, LGU Social Worker, Client's family if available <i>Ms. Fatima Ninon, HP IV</i> <i>Dr. Rasel Carbonell, MO III</i> <i>Michael Macaraeg, Psychologist III</i> <i>Eloisa Delos</i>

				<i>Reyes, Psychologist I</i> <i>Imelda Salvador, PDO II-Productivity</i> <i>Ms. Lilybeth Petrollado, ND I</i> <i>Norma G. Marcelino, SWO III, Supervising Social Worker</i> <i>Ms. Maridol R. Licerio SWO V/RCF Head</i> <i>Case Managers</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR).	None	Upon receipt of P/FCAR submitted by LGU	Social Worker
Attends pre-discharge conference	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. The Helping Team/	None Wala	2 hours 2 oras	Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others

	<p>Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
Submit to medical examination	5. The Medical Officer or any available medical personnel in the	None	One week prior scheduled discharge	Medical Officer/Nurse or other medical personnel in the

	facility conduct general medical examination to the client.			facility Dr. Rasel Carbonel, MO III Jaime Prado, Nurse II Joyce Barnoco, Nurse 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	Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU
	7. The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident
Post Center Based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family

	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.			
	2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	3. Follows up with the LGU for the submission of the aftercare report.	None	Within first three months; Monthly	Social Worker
	4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker 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	None	Upon completion of at least 50% of the After- Care Program Plan	Social Worker
Total		None	6 months for Center Based	

c. Haven for Children

Office or Division:	Haven for Children			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Field Offices Center Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in</i>	None	30 minutes	<i>Social Worker on duty</i>

	<p><i>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	Social Worker, Referring Party, Parents or any <i>available</i> family members
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 accomplishes 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 Pagkalihim 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</p>	None	1 day	<p><i>Helping Team/Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p>	

	facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.			
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 result of the inventory of the client's belongings ((<i>This is not applicable to non-residential facilities</i>))	None	During the Client's 1 st day in the facility	<i>Houseparent</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 on the client At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.	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>
	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-	None	Within 30 days after admission Within 15 days after admission for the Intervention Plan	<i>Social Worker, Client/Resident</i>

	and long-term goals.			
	<p>5. Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan</p> <p>Case conference is also conducted as need arises</p>	None	During the client's 4 th week in the facility; monthly	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU</i>
	6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 th week in the facility	<i>Helping Team/Multidisciplinary Team</i>
Receives the provisions of the center and various interventions provided	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility which is a minimum of six months with exception to the following: e. Early reintegration/ rehabilitation prior to six months; f. Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker.	<i>Helping Team/Multidisciplinary Team</i>

	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 progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/Multidisciplin ary Team, Referring Party, LGU Social Worker, Client's family if available</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helpi	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>

	<p>ng 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>			
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</p>	None	2 hours	<p><i>Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</i></p>

	<p>care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	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 programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	<i>Social Worker, Client/ Resident</i>
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	None	Upon receipt of	<i>Social Worker</i>

	evaluates the after-care service report and check if the agreed aftercare plan/reintegration agreement is achieved or not.		the report	
	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 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.	None	Upon completion of at least 50% of the After- Care Program Plan	<i>Social Worker</i>
Total		None	6 months for Center based	

d. Marillac Hills – National Training School for Girls

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, outreach, 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 infectious</i>	None	30 minutes	<i>Social Worker on duty</i>

	<p><i>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	2. Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the	None	2 hours	<i>Social Worker, Referring Party, Parents or any available family members</i>

	<p>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>			
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</p>	None	1 day	<p><i>Helping Team/Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p>

	<p>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>			
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 result of the inventory of the client’s belongings (<i>This is not applicable to non-residential facilities</i>)	None	During the Client’s 1 st day in the facility	<i>Houseparent</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. ((This is not applicable to non-residential facilities).)	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	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>own observation on the client</p> <p>At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.</p>			
	<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</p>	None	<p>During the client's 4th week in the</p>	<i>Helping Team/Multidisciplinary Team</i>

	based on the result of the case conference, if necessary.		facility	
Receives the provisions of the center and various interventions provided	7. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility which is a minimum of six months with exception to the following: a. Early 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.	<i>Helping Team/Multidisciplinary Team</i>
	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	None	During the client's 3 rd month in the facility	<i>Social Worker, Helping Team/Multidisciplinary Team</i>

	of other members of the Helping Team/ Multidisciplinary Team.			
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>
Attends pre-discharge conference	3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is	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>confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	4. Prepares Termination	None	5 days	<i>Social Worker</i>

	Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.			
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 programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	<i>Social Worker, Client/ Resident</i>
Post Center-based Intervention Phase				
	1. Sends request to concerned LGU for the submission	None	3 months to 6 months after discharge	<i>Social Worker, LGU, other Stakeholders,</i>

	<p>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>			<i>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	None	Upon completion of at least 50% of the After- Care	<i>Social Worker</i>

	/feedback directly from the client, the Social Worker 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.		Program Plan	
Total		None	6 months for Center-Based	

e. Elsie Gaches Village

Office or Division:	DSWD-NCR ELSIE GACHES VILLAGE			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Field Offices Center Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 infectious diseases, the LGUs are encouraged to refer clients in</i>	None	30 minutes	<i>Social Worker on duty</i>

	<p><i>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</i></p>	None	2 hours	<p><i>Social Worker, Referring Party, Parents or any available family members</i></p>

	<i>and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i>			
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 Pagkalihim ng</i></p>	None	1 day	<p><i>Helping Team/Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p>

	<p><i>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>			
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 result of the inventory of the client's belongings ((<i>This is not applicable to non-residential facilities</i>))	None	During the Client's 1 st day in the facility	<i>Houseparent</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	None	During the client's first day in the facility	<i>Social Worker, Houseparent</i>

	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. ((This is not applicable to non-residential facilities).)			
Total		None	1 day	
Center-based Intervention Phase				
	1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 st day in the facility	Social Worker
	2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 nd to 7 th day of the client in the facility.	Psychologist, Psychometrician Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.
	3. Gathers additional information from the client, significant others and the worker's own observation on the client At this stage, the request for Parental/Family Capability	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker

	Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.			
	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.	None	Within 30 days after admission Within 15 days after admission for the Intervention Plan	<i>Social Worker, Client/Resident</i>
	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 Case conference is also conducted as need arises	None	During the client's 4 th week in the facility; monthly	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU</i>
	6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 th week in the facility	<i>Helping Team/Multidisciplinary Team</i>
Receives the provisions of the center and various	7. Implements and facilitates the provision of	None	During the client's/resident's stay in the	<i>Helping Team/Multidisciplinary Team</i>

interventions provided	services to the client towards the improvement of social functioning and rehabilitation goal		facility which is a minimum of six months with exception to the following: a. Early 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 progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.	None	Upon receipt of P/FCAR submitted by LGU	<i>Social Worker</i>
Attends pre-discharge conference	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	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>signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	<p>4. Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.</p>	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 programs and services of the CRCF to its clients/residents.	None	After conduct of Discharge Conference.	<i>Social Worker, Client/ Resident</i>
Post center Based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community,	None	3 months to 6 months after discharge	<i>Social Worker, LGU, other Stakeholders, Client, Client's family</i>

	<p>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>			
	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 recommends to the Helping Team/ Multidisciplinary	None	Upon completion of at least 50% of the After- Care Program Plan	<i>Social Worker</i>

	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	

f. Sanctuary Center

Office or Division:	Sanctuary Center			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	LGUs, NCMH, other CRCF, families of clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits for initial interview and assessment	<p>1. Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF.</p> <p><i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety</i></p>	None	30 minutes	Social Worker on duty

	<p><i>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,</i></p>	None	2 hours	Social Worker, Referring Party, Parents or any available family members

	<i>pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i>			
Total		None	5 days, 2 hours and 30 minutes	
Admission Phase				
3. Attend admission conference	<p>3.1. 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, assist the client/resident in accomplishing the Informed Consent Form 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</p>	None	1 day	Helping Team/ Multidisciplinary Team, Referring Party

	<p>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>			
4. Submits self to the inventory of belongings	4. Conducts an inventory of the client's belongings and records them.	None	During the Client's 1 st day in the facility	Houseparent
5. Accepts set of clothing and other provisions to be provided.	5. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings (<i>(This is not applicable to non-residential facilities)</i>)	None	During the Client's 1 st day in the facility	<i>Houseparent</i>
6. Submits self for examination	64.1. 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</i>
	6.2. Endorses the	None	During the	<i>Social Worker, Houseparent</i>

	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>		client's first day in the facility	
Total		None	1 day	
Center-based Intervention Phase				
	7.1. Conducts further interviews with the client to gather additional relevant information on the problem presented as a basis for assessment and recommendation.	None	During the client's 1 st day in the facility	Social Worker
	7.2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the 2 nd to 7 th day of the client in the facility.	Psychologist, Psychometrician Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.
	7.3. Gathers additional information from the client, significant others and the worker's own observation on the client At this stage, the	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/Multidisciplinary members

	request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.			
	7.4. 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.	None	Within 30 days after admission Within 15 days after admission for the Intervention Plan	Social Worker, Client/Resident
	7.5. 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 Case conference is also conducted as need arises	None	During the client's 4 th week in the facility; monthly	Helping Team/Multidisciplinary, Referring Party, LGU
	7.6. Review and update the Intervention Plan based on the result of the case conference, if necessary.	None	During the client's 4 th week in the facility	Helping Team/Multidisciplinary Team
8 Receives the provisions of the center and various interventions provided	8.1. Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation	None	During the client's/resident's stay in the facility which is a minimum of six months with exception to the	Helping Team/Multidisciplinary Team

	goal		following: a. Early 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.	
	8.2. Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case	None	Monthly	Helping Team/ Multidisciplinary Team
	8.3. Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.	None	During the client's 3 rd month in the facility	Social Worker, Helping Team/ Multidisciplinary Team
Evaluation and Termination				
9	9.1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the	None	3 months prior to discharge	Helping Team/ Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available

	<p>helping goals set.</p> <p>9.2. 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	Social Worker
10. Attends pre-discharge conference	<p>10.1. 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</p>	None	2 hours	Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others

	<p>reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	10.2. Prepares Termination Report if client is for reintegration and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
11. Submit to medical examination	11. The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	Medical Officer/Nurse or other medical personnel in the facility
12. 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.	12.1. Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU
	12.2. The Social Worker administers satisfaction survey to the client to determine	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident

	satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.			
Post Center based Intervention Phase				
13	<p>13.1. 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	Social Worker
	13.2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	13.3. Follows up	None	Within first three	Social Worker

	with the LGU for the submission of the aftercare report.		months; Monthly For CICL: Quarterly	
	13.4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker 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.	None	Upon completion of at least 50% of the After- Care Program Plan	Social Worker
	13.5. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference. In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family

	Honorable Courts.			
	13.6. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
Total		None	6 months	

g. Golden Reception and Action Center for Elderly and other Special Cases

Office or Division:	Golden Reception and Action Center for the Elderly and Other Special Cases (GRACES)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Field Offices Center Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Client submits for initial interview and assessment	1. Conducts initial interview with the client (either walk-in, 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 Center. <i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to</i>	None	30 minutes	<i>Social Worker on duty</i>

	<p><i>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	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.	None	2 hours	Social Worker, Referring Party, Parents or any available family members

	<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>			
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 Center.</p> <p>The Social Worker accomplish Admission Slip, and requires referring party's signature.</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	None	During the Client's 1 st day in the facility	<i>Houseparent</i>

	and records them by accomplishing the Inventory/List of Belongings Form duly noted by the admitting officer and witness.			
Accepts set of clothing and other provisions to be provided.	3. Provides the client with a set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.	None	During the Client's 1 st day in the facility	<i>Houseparent</i>
Submits self for examination	4. Refers or submits client for physical examination for further medical assessment.	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 resident's behavior and interact with his/her properly.	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	None	During the client's 1 st day in the facility	<i>Social Worker</i>

	recommendation.			
	2. Conducts initial psychological assessment of the client.	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 on the client At this stage, the request for Family Capability Assessment (FCA) is also coordinated by the Social Worker to the concerned LGU.	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>
	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.	None	Within 30 days after admission Within 15 days after admission for the Intervention Plan	<i>Social Worker, Client/Resident</i>
	5. Present the case to the	None	During the client's 4 th	<i>Helping Team/Multidisciplinary Team,</i>

	<p>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>		<p>week in the facility; monthly</p>	<p><i>Referring Party, LGU</i></p>
	<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>	<p><i>Helping Team/Multidisciplinary Team</i></p>
<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 reintegration/rehabilitation prior to six months;</p> <p>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.</p>	<p><i>Helping Team/Multidisciplinary Team</i></p>
	<p>8. Monitors the progress of the</p>	None	<p>Monthly</p>	<p><i>Helping Team/Multidisciplinary</i></p>

	client in relation to the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case			<i>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 progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	<i>Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available</i>
	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Family Capability Assessment (FCA).	None	Upon receipt of FCA submitted by LGU	<i>Social Worker</i>

Attends discharge conference	pre-	<p>3. Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is</p>	None	2 hours	<p><i>Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</i></p>
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	assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.			
	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 and or refer to tertiary hospital for further medical assessment.	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.	6. Facilitates discharge conference for the turn-over of the client either to the LGU, family and SWA.	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 programs	None	After conduct of Discharge Conference.	<i>Social Worker, Client/ Resident</i>

	and services of the CRCF to its clients/residents.			
Post Center-Based Intervention Phase				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.	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	None	Upon completion of at least 50% of the After- Care Program Plan	<i>Social Worker</i>

	Social Worker 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	

h. 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: One (1) Photocopy		From the Person With Disability Office in the 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 ACTIONS	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	Arnel L. Bautista Center Head RSW 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>Arnel L. Bautista</i> <i>Center Head</i> <i>RSW</i> All services – RSW
Total		None	10 days, 4 hours, 15 minutes	

i. 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 or 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
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, provide direction and endorse to	None	5 minutes	<i>Myrna Comota</i> OIC, INA Healing Center

	identified SW to handle the case			
	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>Myrna Comota</i> OIC, 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
2. Receive confirmation of agreements Ensure compliance if there is lacking documents	2. Mailing of approved confirmation of agreements.	None	5minutes	<i>Admin Aide IV</i> INA Healing Center
Total		None	1 hour, 34 minutes	
A. Admission of Clients				
3. Confirm schedule of admission process	3.1 If for admission, referring party & IHC schedule for Grief Recovery Program (GRP) Session.	None	5 minutes	<i>SWO II</i> INA Healing Center
	3.2 Intake interview, conduct of Grief	None	2 hrs	<i>SWO II</i> INA Healing Cent

	Assessment Scale, Social Functioning Indicator			
	Referral for Psychological Assessment			Psychometrician
Total		None	2	hrs 5 minutes
C. Pre-Termination				
	1.1 Coordinate with the concerned LGU for pre- termination of case	None	10minutes	SWO II INA Healing Center
	1.2 Prepare invitation letter to concerned LGU	None	15 minutes	SWO II INA Healing Center
	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	None	10 minutes	SWO II INA Healing Center

	concerned LGU.			
Total		None	1 hour & 50 minutes	
C. Post Phase				
1. Request for After Care Service	1.1 Prepare request for After Care Service	None	15 minutes	SWO // INA Healing Center
Note: Received Copy of Request for After Care Services from LGU with their plan for the transferred case from IHC	1.2 Send to concerned LGU	None	2minutes	SWO // INA Healing Center
	Note: Provision of appropriate programs and services			
Total		None	17 minutes	

21. Provision of Assistance to Clients of the Vocational Rehabilitation Center

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

Office or Division:	Center Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGUs , CRCF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		LGU/ other referring party		
Social Case Study Report		LGU/ other referring party		
Medical Clearance		Private/ Government Physician		
Court Order (if any)				
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per CRCF manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Admission Phase				
1. Client submits for initial interview and assessment	1. Conducts initial interviews with the clients, parents, or guardians and provides brief orientation on the programs and services of the center. Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreached or referral from the Local Government Unit (LGU), National Government Agencies, Non-	None	2 hours	Social Worker

	Government Organizations and other entities. <i>Remarks: In the new normal, online registration virtual platforms/ teleconference or other forms of modalities are done in conducting an interview with client, family or referring agency in compliance with safety and health protocols.</i>			
2 Receives a list of documentary requirements or referral to other agencies	2. Accomplishes the intake sheet and submits it to the Supervising Social Worker for case assignment. Provides the list of documentary requirements for compliance of the client's family, if the client is found eligible to avail of the service Refers the client to LGU, families, and other agencies who can respond to his/her needs, if the client is found not eligible to avail of the service.	None	One day	Social Worker
3 Submit self for physical medical examination	3. Refers the client to the Medical Officer for physical examination. Should the Medical Officer request laboratory	None	30 minutes	Social Worker, Medical Officer, Client

	tests, the client shall be given one day to comply with the required tests.			
4 Submit self for psychological assessment	4.1 Refers the client to the Vocational Guidance and Psychological Services for the initial assessment to determine his/ her psychological functioning, if client is assessed to be physically fit	None	2 hours	Social Worker Psychologist/ Psychometrician
	4.2 Conducts home visit to the clients to gather collateral information as basis in the preparation of the Social Case Study Report For the clients from far flung provinces, cities, municipalities/ areas, the social worker coordinates and requests assistance from the C/MSWDO for the conduct of the home visit to the client to gather information. The social worker prepares the social case study report	None	45 days	Social Worker (VRC)/ Social Worker (LGU)
Admission Phase				
5. Attends the orientation on the facility's programs and services.	5.1. Orients the client about the facility, its programs and services, exploratory courses,	None	1 hour	Social Worker, Client

	<p>schedules, rules and regulations including the accommodation procedures of clients (if necessary) with client's conformity.</p> <p>The Social Worker accomplishes Admission Slip.</p>			
	<p>5.2. The rehabilitation team conducts the 1st Rehabilitation Team Meeting. The client's case is presented and discussed including the information from the client and from the collateral information gathered.</p> <p>The discussion includes details on the exploratory training (2-3 courses within five days per course), result of the psychological assessment, evaluation of the social rehabilitation courses and the intervention plan of different services.</p>	None	4 hours	Rehabilitation team
	<p>5.3. The social worker calls for the second rehabilitation team meeting to discuss and finalize the social rehabilitation</p>	None	2 hours	Social Worker, Rehabilitation Team

	goals of clients (indicating rehabilitation indicators, plans and social rehabilitation schedules within 2-3 months).			
Social Rehabilitation Phase				
6. Attends the social rehabilitation training for two to three months on functional literacy, independent living, personality development, physical functioning, work adjustment, etc.	6.1. The Social Adjustment Service, Vocational and Psychological Guidance Service, Training Service, Medical and Dental Service, etc. provide appropriate programs and services needed by the client. The Social Worker prepares and consolidates all reports from different services. The Social Worker updates the Social Case Study Reports and Intervention Plan of the client per results of monitoring and evaluation done while attending the social rehabilitation.	None	3 months	SAS, VPGS, Training, Medical and Dental Services
	6.2. Convenes rehabilitation team for an evaluation conference to discuss and assess the results	None	1 hour	Social Worker, Vocational Training Members, Rehabilitation Team

	of Social Rehabilitation Training and determine the client's readiness for vocational rehabilitation training.			
7. Proceed for the vocational rehabilitation training phase and/ or receives certificate of attendance for the completion on social rehabilitation training program.	7.1. Endorse client to proceed to the vocational rehabilitation training phase, if client is willing. If the client decides NOT to proceed to the vocational training, provides certificate of attendance for the completion on social rehabilitation training program.		20 minutes	Social Worker, Clients
	7.2. Convenes the rehabilitation team to determine and finalize the client's vocational training course to take, vocational training schedules and other needed requirements. The team finalizes the vocational rehabilitation goals of client.	None	2 hours	Social worker Rehabilitation Team Client
Vocational Rehabilitation Phase				
8. Attends to the vocational training services based from the chosen vocation course	8.1. Refers the client to the vocational training services to acquire skills along his/ her chosen vocational course and	None	3 to 9 months	Social Worker, Psychologist/ Psychometrician

	<p>duration period from three up to nine months.</p> <p>The psychologist/psychometrician conducts vocational counselling session to the client for guidance.</p>			
	<p>8.2. The rehabilitation team monitors and submits progress reports within 3-9 months period providing feedback on significant effects/ benefits of the vocational rehabilitation attended by client.</p> <p>The Social Worker consolidates all reports from different services.</p> <p>The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase.</p>	None		<p>Social Worker, Rehabilitation Team, Trainers SAS Service VPGS Service</p>
	<p>8.3. The social worker with the rehabilitation team assesses the results of the vocational rehabilitation training program of the client.</p>	None	3 hours	<p>Social Worker, Rehabilitation Team</p>

	If the vocational rehabilitation training is successful, thereafter the rehabilitation team will discuss and agree on plans and schedules for the OJT of client.			
	8.4. Social Worker prepares referral letter to the concerned parties. If the client wants to take other options or proposals for further training/ employment, then the rehabilitation team will assist him/her on the matter.	None	1 hour	Social Worker/ Rehabilitation team
	8.5. The Social Worker calls the rehabilitation team meeting to discuss the conduct of the On-the-Job (OJT) Training of client for two-three months. The rehabilitation team discusses/ finalize the referral letter and MOA/ MOU with employers.	None	3 hours	Social Worker, Placement Officer, Rehabilitation Team
	8.6. Prepares the referral letter and MOA/ MOU with employers.	None	1 hour	Social Worker
On-the-Job training Phase				
9. Attends the OJT	9.1. Monitors	None	2-3 months	Social Worker

based on recommendation of the rehabilitation team.	clients on matters such as attendance, behavior, work attitude and work habit. The social worker prepares monthly feedback report. The employer submits an evaluation report based on the performance of the client.			Placement Officer Client Employer
	9.2. Convenes the rehabilitation team to discuss the results of the OJT of client based on employer's final evaluation report. If OJT assessment is positive/ favorable, the trainee will be referred either to school or job placement	None	45 minutes	Social Worker, Rehabilitation Team Client Employer
Job Placement Phase				
10. Avails of open employment, self-employment or sheltered employment	10.1. Refers client to open employment, self-employment or sheltered employment within three months.		3 months	Social Worker, Placement Officer, Client
	10.2. Submits an evaluation on program implementation citing effects/ benefits to the social worker and		1 day	Placement Officer, Rehabilitation Team, Employer

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

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

Office of the Assistant Regional Director for Operation

1. Grievance Intake and Response, 4Ps (Walk-In)

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

As a general rule, anyone may **accept** a grievance but only the City Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To 'accept' a grievance is to receive the transaction but to 'intake' is to record the transaction after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

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

	the intake of grievances.			
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. Encode the grievance correctly and completely in the GRS Information System/Tracker.	None	20 mins	<i>Officer of-the-Day / Assigned Focal Person / Grievance Officer</i>
	3.2. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).			
	3.3. Check the supporting documents provided, if available			
	3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.			
	3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.			
	3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be			

	undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.			
4. None	4.1 Administer the Client Satisfaction Measurement Survey	None	5 minutes	<i>Officer-of-the-Day/ Assigned Focal Person / Grievance Officer</i>
	4.2. Analyze the data and include it in the Client Satisfaction Measurement Report.			
5. Proceed to the office lobby and logout from the client's logbook.	5.1 Dismiss the client gracefully.	None	1 minute	<i>Guard on Duty</i>
	5.2 Dismiss the client gracefully.	None	1 minute	<i>Guard on Duty</i>
	5.3. Endorse the grievance to the concerned office (DSWD Field Office and/or Central Office OBSU) for processing and feedback within three (3) days	None	7 hours and 7 minutes	<i>Regional Grievance Officer/ Grievance Coordinators/ Information, Communication Technology Assistant</i>
	5.4 Monitor the status and check for case updates in GIS	None	2 Days	<i>Assigned Focal Person</i>
	5.5 Provide the client an update/feedback about the status of his/her grievance either thru SMS or Phone Call.	None	10 minutes	<i>Officer-of-the-Day/ Assigned Focal Person / Grievance Officer</i>
	5.6 Update the status of the grievance in the GRS Information	None	10 minute	<i>Assigned Focal Person</i>

	System or tracker.		
Total if grievance is resolved outright	None	33 minutes	
Total if grievance is referred to Field Office for resolution and feedback is provided to the client		3 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>For inquiries and follow-ups, the client is advised to directly coordinate with the concerned division that received the request. The following contact details are however accessible in case the concerned division does not respond within reasonable time:</p> <p>Email: grs4psncr@gmail.com Telephone number: (02) 8252-1392</p> <p>For completed services, the client is encouraged to fill out a Client Satisfaction Survey Form that can be access through Google Form: https://forms.gle/9EspSy7MDn8iWWF18</p>
How feedbacks are processed	<p>A technical staff is assigned to read daily all inquiries and follow ups sent to grs4psncr@gmail.com. These are forwarded to the concerned division who is expected to provide a response to the client via email or phone call within three (3) days from receipt of email from the client.</p> <p>On the other hand, satisfaction surveys for completed services are being analyzed by the concerned division as among the bases to improve its service delivery.</p>
How to file a complaint	<p>The client may directly communicate through the contact details provided below:</p> <p>Email: grs4psncr@gmail.com Telephone number: (02) 8252-1392</p>
How complaints are processed	<p>All complaints about service delivery received through any of the channels above are directly forwarded to the Office of the National Program Manager and are</p>

	<p>automatically treated as a confidential case. It shall be primarily guided by violations and penalties under the Ease of Doing Business Act https://arta.gov.ph/about/violations-and-penalties</p> <p>Service delivery complaints shall be automatically considered as highly technical transactions due to its nature. The client shall be provided feedback 20 days from the filing of the complaint.</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.ph / info@arta.gov.ph Call: 8-478-5093</p> <p><i>Presidential Complaint Center (PCC):</i> Email: pcc@malacanang.gov.ph Call: 8888</p> <p><i>Contact Center ng Bayan (CCB):</i> SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph Facebook: https://facebook.com/civilservicegovph</p>

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
1. Client sends filled up data request form	1.1 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>
	1.2 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 mins	<i>RMEOs</i>

	<p>1.3 Acknowledgement and assessment by the Regional Monitoring and Evaluation Officers (RMEOs) at the RPMO.</p> <p>** If Primary Data, endorse the request to the concerned Office/technical staff.</p> <p>** If Secondary Data, determine if the data that are being requested are public or classified based on the submitted documents.</p>		1 day	RMEOs
2. Receive requested data and fill out the client survey form	2.1.1 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.	None	4 hours	RMEOs
	2.1.2 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		1 day	RMEOs

	form.			
	2.1.3 If the data needs to be generated, data generation shall be undertaken by the RMEOs.		5 days	RMEOs
	2.2 Preparation of memo endorsement to RD for approval.		6 hours	RMEOs
	2.3.1 If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form		4 hours	RMEOs
	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.		4 hours	RMEOs
	2.3.3 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.		3 days	RMEOs
	2.3.4 If the request		6 days	RMEOs

	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.			
	2.3.4.1 Sharing of the draft MOA to the client for review.		4 hours	RMEOs
	2.3.4.2 Review of the MOA and endorsement of comments/inputs to RMEO from the Legal Section/Service or Concerned Technical staff.		3 days	Legal Service / Technical Staff
	2.3.4.3 Revision of the MOA based on the Legal Service/Section's/ Concerned Technical staff's comments.		3 days	RMEOs
	2.3.4.4 Sharing of MOA to the client.		4 hours	RMEOs
	2.3.4.5 Acknowledgement of receipt of MOA approved by the client.		4 hours	RMEOs
	2.3.4.6 Preparation of communication to client regarding MOA signing		4 hours	RMEOs
	2.3.4.7 Signing of MOA with the		1 day	RMEOs

	client			
	2.3.4.8 Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.		4 hours	<i>RMEOs</i>
	2.3.5 If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.		4 hours	<i>RMEOs</i>
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 of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888

Promotive Services Division

1. Referral Management Process for SLP

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. Visit / call SLP Office 1.1 Register in the walk-in client's logbook 1.2 Fill-out CSMF	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>
	1.2 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>
	1.3 Issue SLP Walk-In Clients	None	20 minutes	<i>Project Development</i>

	Slip to Walk-in Client, certify that client appeared at the SLP-NPMO <i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>			Officer
	1.4 Assess /Validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institution	None	1 day	<i>Leonita Cajes</i> Regional Focal for Referral RPMO Project Development Officer
	1.5 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	<i>RPMO or Field Project Development Officer</i> <i>And Administrative Assistant (AA)</i>
	1.6 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>Eva Rosales</i> RPMO Project Development Officer
2. Receive Information letter	2.1 Endorse to referral cluster for appropriate action	None	1 hour	<i>Leonita Cajes</i> RPMO Project Development

				Officer
	2.2 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 Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i>	None	1 day	<i>Field PDO, IPDO and MPDO</i>
	2.3 Administer the Livelihood Assessment Form (LAF) If eligible proceed to 3 If not eligible refer to other institution	None	1 day	PDO <i>Jesus Bermido Jr. / Jessa Christie Cadiang Partnership Officers</i>
3. Attend Capacity Building	3. Qualified individuals will undergo on the following activities: a.) Conduct	None	3 days and 5 hours	<i>Field Project Development Officer</i>

	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.			
4. Prepares and submit Modality Application Form	4.1 Prepares and submit the Modality Application Form and the Mungkahing Proyekto.	None		<i>Program Participants</i>
	4.2 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>
	4.3 Prepare project proposals for fund	None	2 days	<i>Noli Luna Regional</i>

	processing. <i>The proposal has been approved by the RD, then forwarded to FMD</i>			Monitoring and Evaluation for Finance (RMEF)
	4.4 Prepare Obligation Report	None	2 days	<i>Budget Officer/ SLP Mainstreamed Staff</i>
	4.5 Prepare/process voucher	None	3 days	<i>Accountant/ Mainstream Staff</i>
	4.6 Monitor the issuance of the approved check for disbursement.	None	1 day	<i>Cashier /Mainstreamed Staff</i>
	4.7 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>
5. Receive the livelihood assistance	6. Release of livelihood assistance grants		1 day	<i>Regional Cashier</i>
TOTAL		None	19 days, 7 hours and 10 minutes	

2. Grievance Management Process for SLP

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		
1. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others		Sustainable Livelihood Program 3 rd Floor Room 304 389 San Rafael st. Legarda Sampaloc Manila		
2. Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Regional Program Management Office (RPMO) Level				
1.1 Fill-out the SLP Grievance Intake Form and register to walk-in complainant logbook 1.2 Fill-out CSMF	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>	None	10 Minutes	Ana Caille Lucas Grievance Referral Management Officer (GRMO)
	1.2 Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	GRMO Complainant
	1.3 Issue SLP Walk-		20 minutes	GRMO

	<p>in Complainant Slip; certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention</p>			Complainant
	<p>1.4 Grievances are assessed and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms. Prepare letter of acknowledgement. Encoding to Database the deployment of Fact-Finding Team.</p>		30 minutes	<p><i>Esperanza Mangoba</i> Regional Program Coordinator</p> <p>Grievance Referral Management Officer (GRMO)</p>
	<p>1.5 Non-Cognizable Grievance (Simple Transactions)</p> <p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p>		7 days	Fact Finding Team
	<p>1.6 For Cognizable Grievance- Major Grievance (Highly Technical Transactions)</p> <p>The SLP Regional</p>		20 days	SLP Regional Grievance Management Committee (RGMC)

	<p>Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>			
	1.7 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)
	1.8 Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback		4-13 days	Fact Finding Team
	1.9 Provide recommendation and decision or be endorsing to concerned OBSUs		1 day	SLP Regional Grievance Management Committee (SLP RGMC)

	towards the resolution of the grievance			
	1.10 Provide feedback to the complainant on the action taken		1 day	Ana Camille Lucas Grievance Referral Management Officer (GRMO)
	1.11 The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution		1-4 days (FO RGC)	SLP Regional Grievance Management Committee (RGMC)
	1.12 SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 day	RGMO
	1.13 SLP RGMC gathered information/documentation for submission to the Office of the Secretary			FO RGMC/ AG-AC/ Management
	1.14 SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines			FO RGMC/ AG-AC/ Management
	1.15 SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission			FO RGMC/ AG-AC/ Management

	LGU Employees - Endorse to the Local Government Unit – Local Chief Executives			
	1.16 SLP RGMC gathered information/docume ntation in the form of Grievance Management Report for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits against the stakeholder			FO RGMC/ AG-AC/ Management
	1.17 SLP RGMC gathered information/docume ntation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.			FO RGMC/ AG-AC/ Management
	1.18 Issuance of Resolution based on the decision by the authority		1 day	<i>Ana Camille Lucas</i> GRMO
	1.19 If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO		1 day	<i>Ana Camille Lucas</i> GRMO

	GMC			
	SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned			
	1.20 Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.		1 day	Ana Camille Lucas GRMO
TOTAL		None	43 days, 1 hour and 10 minutes – 57 days, 1 hour and 10 minutes	
Provincial Management Office (PMO) Level (Cluster Level for NCR)				
1.1 Fill-out the SLP Grievance Intake Form and register to walk-in complainant logbook	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	Ana Camille Lucas
1.2 Fill-out CSMF	1.2 Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook		10 minutes	
	1.3 Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO		20 minutes	

	Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention			
	1.4 Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification. Encoding to Database		30 minutes	
	1.5 Non-Cognizable Grievance (Simple Transactions) The PGM will provide Technical Assistance, simple explanation, and orientation on program implementation.		1-3 days	
	1.6 All major grievances are endorsed to RPMO		1 day	
	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	
	1.8 The Data gathered and essential information will be part of the endorsed documents		1 day	

	to RPMO.			
	1.9 Provide feedback to the complainant on the action taken		1 day	
	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	
TOTAL		None	9 days,1 hour and 10 minutes – 19 days, 1 hour and 10 minutes	
SLP Municipal Level				
1.1 Fill-out the SLP Grievance Intake Form and register to walk-in complainant logbook 1.2 Fill-out CSMF	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
	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		20 minutes	FPDO

	Form in the provision of technical assistance and initial 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	Anna Camille Lucas
	1.5 Non-Cognizable Grievance (Simple Transactions) The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.		3 days	
	1.6 All major grievances are endorsed to RPMO		1 day	
	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	
	1.8 Provide feedback to the complainant on the action taken		1 day	
	1.9 Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly		1 day	

	executed and followed by the involved persons/parties.			
TOTAL		None	7 days 1 hour 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 of CCB, PCC, ARTA	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 or 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:				
1. Original Copy of Authorization Letter		LGU		
2. 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 c) Disaster Incident 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	Bengie Barbosa DRMD Chief
	1.3 Review, validate, and assess the request by the concerned Section Head through the	None	2 hours	DRRS Head

	LDRMMC of requesting LGU, or through review of the following reports, if available: a. Latest DROMIC Report b. RDANA Report			
	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>Bengie Barbosa DRMD Chief</i>
	1.8 Review all documents and provide recommendations; sign and put initials on applicable documents	None	1 hour	<i>Teresita L. Valentino Assistant Regional Director for Operations (ARDO)</i>
	1.9 Review all documents for approval/disapproval	None	1 hour	<i>Monina Josefina H. Romualdez 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>Bengie Barbosa DRMD Chief</i>
	1.11 Facilitate the following: a. Coordination with LGUs on the schedule of delivery/hauling of goods from 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	None	2 hours	<i>DRRS Head/ Staff</i>
	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 Process

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

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) Valid Identification Card/Proof of Identity		1.Provided by the Client		
2. Walk-in Name Matching Form (1 original)		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 * <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	None	10 minutes	<i>Project Development Officer</i>

	the request to the Information Technology Officer for matching Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.			
	1.4 Process the name matching request. * Manual verification * Running of name matching application *Note: 1day processing time if the ITO is on official travel	None	5 minutes	<i>Information Technology Officer</i>
	1.5 Review and archive result.	None	5 minutes	<i>Information Technology Officer</i>
	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	<i>Project Development Officer</i>
TOTAL		None	30 minutes	

2. Data-Sharing Name Matching

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

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All NGAs, GOCCs. NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request (indicating reasons for name-matching)		Provided by the Requesting Party		
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				
6.Memorandum of Agreement		NHTO/ NHTS PDO and ITO		
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				
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	Administrative Assistant
	1.2 Forward request to the			

	NHTO Operations Division/Project Development Officer for review. 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 * If approved- the inspection meeting	None	9 minutes	<i>Project Development Officer</i>

	will be scheduled including preparation of documentary requirements for submission. * If disapproved- Inform the requesting party of the disapproval			
2. Requesting Party will attend the scheduled orientation with the NHTO ACBS/NHTS Inspection Team.	2.1 Orient the requesting party on Listahanan and discussion of the Salient Points of the Data Privacy Act. 2.2. Hand-over of the copy of the law, its IRR and the issuances of the NPC	None	2 hours	<i>NHTO Advocacy and Capacity Building Section (ACBS)/ NHTS Inspection Team</i>
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 	None	1 day	NHTO IT Inspection Team/ NHTS Inspection Team

	documentations based on data requirements *Note: NHTS conduct signing of the certifications of the inspection completion and exit conference			
	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 NHTO for data processing.	None	3 days	<i>Monina Josefina H. Romualdez</i> Regional Director <i>Erwin Tulfo</i> Secretary
	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. <ul style="list-style-type: none"> • If not in accordance with the required template- 	None	1 hour	<i>Information Technology Officer</i>

	<p>inform the requesting party for revision</p> <p>If in accordance- ITO shall inform the Administrative staff of the schedule of release of the results</p>			
	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>
	4.8 Secure the data by adding password protection to the file.	None	1 hour	<i>Information Technology Officer</i>
	4.9 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			
	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			<i>NHTO IT Division Chief/ NHTS PDO</i>

	Form (DRF) and secure data then forward it to the Administrative unit.			
	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)		Provided by the Requesting Party		
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				
6. Memorandum of Agreement		NHTO/ NHTS PDO and ITO		
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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of the requirements data to NHTO/ NHTS.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	Administrative Assistant
	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	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 	None	30 minutes	<i>Project Development Officer</i>

	including preparation of documentary requirements for submission. If disapproved- Inform the requesting party of the disapproval. End of process.			
5. Requesting Party will attend the scheduled orientation with the NHTO ACBS/ NHTS Inspection Team.	5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements. <ul style="list-style-type: none"> The Requesting Party will attend the scheduled orientation with the NHTO ACBS /NHTS Listahanan Inspection Team. 	None	2 hours	<i>NHTO Advocacy and Capacity Building Section (ACBS)/NHTS Listahanan Inspection Team</i>
6. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/ NHTS for review on completeness	6.1 Review all documentary requirements including MOA submitted by the requesting party.	None	2 hours	<i>NHTO ACBS/NHTS Listahanan Inspection Team</i>
	6.2 Make a schedule with the requesting party on the inspection			<i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i>

	meeting			
7. Requesting party will present their IT facilities to the NHTO Inspection Team.	7.1 Requesting party will present their IT facilities to the Inspection Team. 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 Secretary/NHTS Regional Director.	None	1 day	<i>DSWD Data Protection Officer</i>
	7.4 Review and sign the MOA. The signed MOA will be endorsed to the NHTO (Central Office) or NHTS (Field Offices) for	None	3 days	<i>DSWD Office of the Secretary Central Office/ NHTS Regional Director</i>

	data processing.			
	7.5 Process the request.	None	3 days	<i>Information Technology Officer</i>
	7.6 Review result of the data generation	None	1 day	<i>NHTO Quality Management Section (QMS)/ NHTS Information Technology Officer</i>
	7.7 Secure the data by adding password protection to the file.	None	1 day	<i>Information Technology Officer</i>
	7.8 Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD). <ul style="list-style-type: none"> • Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party 			
	7.9 Counter sign in the DRF.			<i>NHTO DPS Head and QMS Head/ NHTS Section Head/ PDO</i>
	7.10 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward			<i>NHTO IT Division Chief/ NHTS PDO</i>

	it to the Administrative unit.			
	7.11 Track and scan the documents before releasing the result to the requesting Party.	None	5 minutes	Administrative Assistant
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	Information Technology Officer
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	Project Development Officer
TOTAL		None	11 days, 2 hours, 55 minutes	
*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.				

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)		Requesting Party		
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 the data users to clarify the data	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	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.			
	b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.			
	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.	None	1 day	<i>Associate Statisticians</i>
	1.6 Draft reply letter/ memorandum			
	1.7 Submit to the NHTO Head Statistician/ NHTS RFC			
	1.8 Review generated statistical/ raw data. If the statistical/ raw data. If the statistical/raw data is: a. <i>Not accurate</i>	None	5 hours	<i>NHTO Head Statistician / NHTS RFC</i>

	<p>– 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 facilitated data request to the Statistics section for revisions.</p>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

	b. <i>Accurate and acceptable</i> – Sign the reply letter/memorandum. The facilitated data request will be approved for release.			
2 Receive the data requested	2 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>
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	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	Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.

	<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 CCB, PCC, ARTA	<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 Certificate of Authority to Conduct National Fund Raising Campaign to Individual, Corporation, Organization and Association: Regular Permit (pre-assessment)

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.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 Annex 2. DSWD-SB-PSF-001: Application Form	
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application <i>*Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA</i>		<ul style="list-style-type: none">• Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City.• Any SEC Extension Office (Baguio	

	City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government agencies that has jurisdiction to regulate the applicant organization or agency. *Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA	<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)
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.	<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>
5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA	<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>
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i>	<ul style="list-style-type: none"> From the applicant signed by the intended beneficiary/recipients or its head/authorized representative.
7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.	<ul style="list-style-type: none"> From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility.
8. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency 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)	<ul style="list-style-type: none"> From the Agency that allow applicant to undertake solicitation activities in their jurisdiction.

8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination				
8.6. Others				
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 the concerned DSWD-FO Finance Management Service/Unit (FMS/U)	<ul style="list-style-type: none">From the applicant as issued by the concerned Field Office			
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	1. Client secures	None	*5 minutes	Support Staff –

application form thru the DSWD Website or from the Field Office	or provided with application form and checklist of requirements			<i>Standards Section DSWD Field Office</i>
2. Payment of Processing Fee	2. Receive payment for the required processing fee and issue official receipt (OR)	Php 1,000.00	*10 minutes	<i>Receiving Staff – Cash Division Finance Service Unit DSWD Field Office</i>
3. Submit/file application documents	If Complete and Compliant: 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.	None	15 minutes	<i>Focal Person – Standards Section DSWD Field Office</i>
	If found incomplete or non-compliant, 3.1 <i>b</i> <i>Communicate with the applicant citing reason/s for non-processing and denial.</i>	None	3 days	<i>Focal Person – Standards Section DSWD Field Office</i>
	3.2 <i>Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.</i>			
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	4.1 Endorse complete	None	7 days	<i>Focal Person – Standards Section</i>

	application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office			<i>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</i>
	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	None	2 days, 6 hours and 30 minutes	
	4.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign	None	1 day	<i>DSWD – Central Office Assistant Secretary</i>

	<p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>			
	<p>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</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	None	1 day	<i>Undersecretary</i>
	<p>4.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.</p> <p>Note: If disapproved, return to the Standards Bureau</p>	None	2 days	<i>DSWD Secretary or Authorized Representative</i>

	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	None	1 hour and 30 minutes	Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
	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.			
TOTAL				
Complete but Non-Compliant and/or incomplete submission		P1,000	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 Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, and Organization: Regional Regular Permit

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

Office or Division:	Standards Section – DSWD Field Office 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.		<ul style="list-style-type: none">Applicant	
<i>For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the</i>			

<i>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/

	<p>formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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	<p>• https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 5. DSWD-SB-PSF-003: Project Proposal</p>
<p>3. 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"> 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	<p>• https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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).	<p>• https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
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	<ul style="list-style-type: none"> Concerned LGU where the applicant

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.	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 <p>Annex 6 - DSWD-SB-PSF-004: Profile of</p>

	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 <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p>
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 <p>Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
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 Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	<ul style="list-style-type: none"> • Applicant
10. Fund Utilization Report of proceeds and expenditures	<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
11. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	<ul style="list-style-type: none"> • Applicant
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	<ul style="list-style-type: none"> • Concerned LGU where the applicant is

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.	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. 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 Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
5. Sample of additional specific requirements for each methodology to be	<ul style="list-style-type: none"> Applicant

<p>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>	
<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
<p>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</p>	
<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
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. 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
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>	<ul style="list-style-type: none"> • Applicant
5. 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
6. Fund Utilization Report of proceeds and expenditures	<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
7. 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	<ul style="list-style-type: none"> • Applicant

similar forms				
c. Benefits show such as fashion show, concert and similar activities				
d. Photo or Painting Exhibits and similar activities				
e. Written request such as envelops, letters of appeal, greeting cards and similar forms				
f. Text message, e-mail, online post and other types of solicitation using electronic devices				
g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms				
h. Sport activities for a cause such as fun run, marathon, cycling and similar activities				
i. Rummage sale, garage sale, sale of goods and other similar forms				
8. 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			
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.	<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
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				
1 Submit Application	1.1 Standards	None	2 Hours	Standards Section

	<p>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>			<i>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,</p>	None	1 hour	<i>Standards Section Support Staff</i>

	courier or e-mail. 2.3 Prepares billing statement for the payment of the processing fee to Cash Section 2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office 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			
3 Proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of Php500.00	3. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section	Php 500.00	1 hour	<i>Cash Section Cashier/ Support Staff</i>
4 Submit OR to Standards Section	4.1 Receives photocopy of the official receipt for the processing fee and attached the same to the application documents 4.2 Routes the complete application documents including photocopy of	None	1 hour	<i>Standards Section Support Staff</i>

	official receipt to the Head of the Standards Section			
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	None	4 hours	Section Head
	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			
	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 Conformance</i>	None	1.5 days	Technical Staff Standards Section

	<p><i>Letter and endorse the same to the Section Head for review.</i></p> <p><i>If found non-eligible, noncompliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i></p>			
	<p>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>	None	1 day	<p><i>Section Head 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> <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>	None	1 day	<i>Division Chief Concerned Division</i>
	5.8 Logs its receipt to the Document Tracking System	None	30 minutes	<i>Office of the Regional Director Support Staff</i>
	5.9 Route application documents including prepared Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief	None	1.5 days	Regional Director DSWD Field Office

	<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 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</p>			

	<p>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 Chief for appropriate action</i></p>			
	5.13 Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System		20 minutes	Concerned Division Chief Support Staff
	5.14 Endorse the same to the Standards Section Head, for further instructions			
	5.15 Receives approves Solicitation Permit/ Certificate of		1 hour	Section Head Standards Section

	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		4 hours	<i>Standards Section Technical Staff</i>
	5.17 Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conformance 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	None	10 minutes	<i>Standards Section Technical/ Support Staff</i> <i>Applicant</i>
	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			
Total No. of Days		Seven (7) working days		
Complete but Non-Compliant and/or Incomplete Submission		P500.00	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 Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, organization and Association: Regional Temporary Permit During State of Emergency / Calamity

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

Office or Division:	Standards Section – DSWD Field Office NCR		
Classification:	Complex Transaction		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdfAnnex 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.pdfAnnex 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. Additional Requirements for Persons	<ul style="list-style-type: none"> • Applicant
a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity	
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	<ul style="list-style-type: none"> • Applicant
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 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	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or,

of Agency	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	• 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)	• 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. 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	• Applicant
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	• 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	• Concerned LGU where the applicant is based.

Anti-Terrorism Act of 2020.	
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 <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. Sample of additional specific requirements for each methodology to be used, such as:	<ul style="list-style-type: none"> • Applicant

<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>	
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

	<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 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>
<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,</p>	<ul style="list-style-type: none"> • Applicant

concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms				
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 				
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	1.1 Determine whether the submitted documents are complete. If complete, receive the documentary requirements and	Php 500.00	30 minutes	Support Staff – Standards Section DSWD Field Office

	<p>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 all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
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>	None	4 hours	<p><i>NFRC Focal Person – Standards Section – DSWD Field Office</i></p>

	If found compliant to eligibility and documentary 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			
	2.3a Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
	Step 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.			
	2.3b Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.			
3 Awaits the result of application	3.1 Review and Sign assessment report with complete application documents 3.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign 3.3 Endorse to the Office of the Division Chief Supervising the Standards Section	None	3 hours	<i>Charm Suzette Gregorio</i> Standards Section Head
4 Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 4.2 Endorse the same to the Office of the Regional Director with recommendation for approval and	None	3 hours	<i>Mark Garcia</i> OIC, PPD

	signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign			
6 Awaits the result of application	Approve and sign Solicitation Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	Monina Josefina H. Romualdez Regional Director
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	Standards Section – DSWD Field Office
TOTAL: Complete and Compliant		P500	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission		P500	6 hours	
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	Standards Section Support Staff in-charge of incoming documents
Note: Application documents received after 3:00 PM shall be considered as a next				

<i>working day transaction.</i>				
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>Step 2a – If found compliant to eligibility and documentary requirements</p>	None	4 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
	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 citing reasons for disapproval with technical assistance on how to rectify noncompliance and/or submit lacking requirements.	None	2 hours	<i>NFRC Focal Person – Standards Section – DSWD Field Office</i>
3 Awaits the result of application	3.1 Review and Sign assessment report with complete application documents	None	3 hours	<i>Charm Suzette Gregorio</i> Standards Section Head
	3.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign			
	3.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
4 Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to	None	3 hours	<i>Mark Garcia</i> OIC, Policy and Plans Division

	Conduct Regional Fund Raising Campaign			
	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			
5 Awaits the result of application	Approve and sign Solicitation Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<i>Monina Josefina H. Romualdez Regional Director</i>
6 Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Standards Section – DSWD Field Office</i>
Total: Complete and complaint		P500	Two (2) working days	
Complete but Non-Compliant and/or Incomplete Submission:		P500	5 hours	
Incomplete		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 favour of the Applicant

8. Registration of Social Welfare and Development Agencies (SWDAs) Operating in One Region

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

Office or Division:	DSWD Field Office – Standards Section	
Classification:	Simple	
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G) 	
Who may avail:	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
10. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary's advisory, during state of public health emergency, Application need not be notarized)		<ul style="list-style-type: none"> • Any DSWD Field Office – Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) • https://www.dswd.gov.ph/downloads2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration
10. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By Laws, indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. *Not applicable to Government Agencies.		<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. Copy of any of the following:		
3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes.		<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation
10.3 Brochure		<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads2/publications1 Annex 5. DSWD-RLA-F005 Brochure
3.3 Duly signed Work and Financial		<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads2

Plan (for two succeeding years) by the Head of Agency		/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan		
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00		• Applicant		
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	Support Staff (Standards Section- Field Office)
10.3 Submit/ file application and supporting documents. 2.2 For applicant organization with complete requirements, receive the acknowledgement receipt of the submitted requirements. 10.3 For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements	10.3 Determine whether the submitted documents are complete. 10.3 If complete, receive the documentary requirements and provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System. 1.1. Logs its receipt in	None	30 minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office) Officer of the day (Standards Section- Field Office)

	<p>the document tracking system (DTMS).</p> <p>1.2. Provides</p> <p>the walk-in applicant with document reference number for easy tracking.</p> <p>1.3. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant</p>			
<p>10. If Complete, Settle the required processing fee and make payments to Cash Section or thru online.</p>	Prepares billing statement	None	10 minutes	<i>Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)</i>
	Process payment and issues Official Receipt.	₱1,000.00	20 minutes	<i>Cashier (Cashier Section- FO)</i>
<p>10. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).</p>	Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	<i>Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)</i>

5. Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	Standards Section Support Staff/Technical Staff (Standards Section- Field Office)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
6. Wait for the result of the assessment.	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	Support Staff (Standards Section- Field Office)
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	Standards Section Head (Standards Section- Field Office)
	1.3 Conducts desk review of the received application as to completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting	None	3 hours	Assigned Technical Staff (Standards Section- Field Office)

	documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.			
	1.4 If incomplete, prepares an acknowledgment letter with checklist of documents indicating the lacking requirement.			
	Preparation of Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA).	None	5 hours and 25 minutes	<i>Assigned Technical Staff (Standards Section- Field Office)</i>
	Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate	None	7 hours	<i>Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director (Field Office)</i>
7. Signs in the logbook for received certificate thru pick-up.	Releasing of Certificate of Registration to the SWDA	None	30 minutes	ORD / ARDA / Standards Section

TOTAL:		P1,000.00	3 working days	
For Complete and Compliant				
For incomplete Submission		none	30 minutes	
Walk-in			2 days	
Courier:				
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier				
10. 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. "Received" stamp the document and logs its receipt into the document tracking system.	None	30 minutes	Support Staff (Standards Section- Field Office)
	1.2. Endorse the document to section head.			
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
2. Wait for the result of documents review.	2.1 Receives incoming applications and assigns to concerned technical staff. Provides notes/ instructions for action to concerned technical staff.	None	30 minutes	Standards Section Head (Standards Section- Field Office)
	2.2 Review the			
		None	3 hours	Technical Staff

	submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.			(Standards Section Field Office)
	2.3 If complete and compliant, notify the SWDA on the payment for processing fee.			
	2.4 If incomplete, an acknowledgment letter with checklist of requirements shall be returned to the applicant			
4. Wait for the result of the assessment.	4.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours and 25 minutes	Support Staff in charge of incoming documents (Standards Section – Field Office)
	4.2 Reviews and provides inputs and endorses the		2 hours and 25 minutes	Standards Section Head (Standards Section

	Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial			– Field Office)
	4.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours and 10 minutes	Standards Section Support Staff / PPD Chief / ORD Support Staff / Regional Director (Field Office)
5. Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	30 minutes	Support Staff (Standards Section – Field Office)
Total For Complete and Compliant:		P1,000.00	3 working days	
For incomplete Submission				
Walk-in:		None	30 minutes	
Courier			2 days	

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

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

9. Licensing of Private Social Welfare and Development Agencies (SWDAs)

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

Office or Division:	Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate in one region
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/ <i>Annex 2. DSWD-RLA-F002 Application Form for Licensing</i>
10. 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	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Board resolution by the Organization

<p>Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<p>https://www.dswd.gov.ph/downloads-2/ <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></p>
3. Additional Requirements	
<p>Basic Documents</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>10. For Applicant SWA's implementing Child Placement Services</p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>10. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>10 For Center-Based (Residential and Non-Residential Based), copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p>	<ul style="list-style-type: none"> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees <p>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p> <p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <p>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</p>

c. Water Potability Certificate or Sanitary Permit				
2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.	National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.			
10. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	Government Agency where the Organization implemented or implements projects and programs.			
<i>Note to Applicant. The acceptance of application of documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD memorandum Circular No. 17 Series of 2018.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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	None	*10 minutes	Officer of the Day/ Standards Section
2.1. Submit/ file application and supporting documents.	2.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference	None	20 minutes	Officer of the Day Standards Section – Field Office) <i>Support Staff in charge of all incoming documents</i> Standards Section – Field Office
	10.3 Determine whether the submitted documents are complete.			
	10.3 If complete, provide the organization			

	<p>an acknowledgment receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office</p> <p>2.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant organization's compliance</p>			
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.	P1000	15 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	*15 Minutes	Support staff (Standards Section)
5. Accomplish and drop the Customer's Feedback Form on the drop box	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support staff (Standards Section)
Note: Applications received after 3:00pm shall be considered as a next working day transaction.				

6. Wait for the result of the documents review and notice of validation assessment	6.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. E.g. Situationer ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly	None	2 working days	<i>Technical Staff (Standards Section – Field Office)</i>
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	<p>certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and v 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>6.2.1 an acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
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	6.2.2 If found incomplete or non-compliant, 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.			
	6.3 Review and approval of the Acknowledgement Letter including its attachments)	None	10 working days	Section Head/Division Chief/Regional Director (Standards Section- Field Office)
7. Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	*30 minutes	Technical Staff Standards Section- Field Office)
8. Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working days per agreed schedule	Technical Staff Standards Section- Field Office
9. Accomplish and place the Customer's Feedback Form on a sealed envelope	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff Standards Section- Field Office
10. Awaits the result of the licensing assessment	10.1 Prepare Confirmation Report 10.1.1 If favourable, the Technical Staff shall draft Confirmation	None	10 working days	Technical Staff / Standards Section- Field Office

	Report and Draft Certificate of License to Operate.			
	10.1.2 If not favourable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.			
	<p>10.2 If favourable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>10.3 If unfavorable, review and approval of the Confirmation Report.</p>	None	<p>Favourable: 8 working days</p> <p>Unfavourable: 2 working days</p>	<p><i>Charm Suzette Gregorio</i> Head, Standards Section</p> <p><i>Mark Garcia</i> OIC, PPD</p> <p><i>Monina Josefina H. Romualdez</i> Regional Director</p>
	8.4. If favourable, for approval and signature of the Certificate of License to Operate.	None	Favorable: 3 working days	<i>Monina Josefina H. Romualdez</i> Regional Director
	8.5 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable: 2 working days	
	8.6 Send the Confirmation Report and notify	None	1 working day (depending on the choice of	<i>Support Staff</i> Standards Section- Field Office

	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)		the applicant)	
TOTAL				
For Complete and Compliant:		P1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
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 Section – Field office. This shall be the Assigned Technical Staff.	None	*15 minutes	<i>Support Staff in-charge of incoming documents</i> Standards Section-Field Office)
2. Wait for the result of documents review	2.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applicant SWDA applying to operate	None	2 working day	Technical Staff (Standards Section – Field Office)

	<p>a residential care facility, the applicant must establish the need for a residential facility serving a [articular sector and the absence or related facility to the cater them. (e.g. Situationer)</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards</p> <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. The SWDA must have a financial capacity to operate for least two (2) years.</p>			
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	<p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and V are only applicable for those SWDAs that are already in operation prior to application for Licensure to Operate.</p> <p>2.2 If complete and compliant, an Acknowledgement Letter and notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>2.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
3 Settle the required processing fee.	If found both complete and compliant, notify the Applicant Organization that they have to settle	P1,000.00	*15 minutes	<i>Technical Staff and Support Staff (Standards Section – Field Office)</i>

	<p>their processing fee.</p> <p>Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p>Field office: The Support Staff shall prepare Billing statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organizations settle its payment.</p>			
<p>4 Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>* Scanned copy of the official Receipt to the concerned DSWD Field Offices' official email address with the subject:</p> <p>Name of the Organization:</p>	<p>4.1 Acknowledge the copy of Official Receipt from the SWDA</p> <p>4.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledge its receipt.</p> <p>4.3 For the Copy of OP sent through mail / courier: the</p>	None	*15 Minutes	<p><i>Support Staff in charge of incoming documents</i></p> <p>Standards Section-Field Office</p>

Copy of OR for Licensing: * Hand-carry the Photocopy of Official Receipt * Courier the Photocopy of official Receipt	assigned technical Staff shall acknowledge its receipt.			
5. Accomplish and drop the Customer's Feedback Form on the drop box	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Section- Field Office)
<i>Note: Applications received after 3:00 pm shall be considered as a next working day transaction.</i>				
6. Wait for the result of the documents review and notice of validation assessment.	6.1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new 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.	None	2 working days	Technical Staff (Standards Section- Field Office)

	<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 all social</p>			
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	<p>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>6.2.1 If Complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared</p> <p>6.2.2 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	6.3 Review and	None	2 working days	Charm Suzette

	approval of the Acknowledgement Letter including its attachments.			<i>Gregorio</i> <i>Head, Standards</i> <i>Section</i> <i>Mark Garcia</i> <i>OIC, PPD</i> <i>Monina Josefina H.</i> <i>Romualdez</i> <i>Regional Director</i>
7. 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)
8. Assist the Assessor during the conduct of Validation visit	Conduct of Validation visit	None	1 working day per agreed schedule	<i>Technical Staff</i> (Standards Section- Field Office)
9. Accomplish and place the Customer's Feedback Form on a sealed envelope	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	<i>Technical Staff</i> (Standards Section- Field Office)
10. Awaits the result of the licensing assessment	10.1 Prepare Confirmation Report 10.1.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 10.1.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date	None	3 working days	<i>Technical Staff</i> (Standards Section- Field Office)

	of the Action Plan.			
	10.2.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.	None	Favorable; 8 working days	<i>Charm Suzette Gregorio</i> Head, Standards Section <i>Mark Garcia</i> OIC, PPD
	10.2.2 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	
	10.3.1 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	<i>Monina Josefina H. Romualdez</i> Regional Director
	10.3.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working day	<i>Support Staff</i> (Standards Section- Field Office)
11. Acknowledge the receipt of the Certificate of License to Operate	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the	None	1 working day (depending on the choice of the applicant)	<i>Support Staff</i> (Standards Section- Field Office)

	application form. (direct pick-up or courier)			
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	
*The number of minutes shall be included on the total working days ** This does not include the travel time of the document from the DSWD Field office to the Central Office, and vice versa.				

10. Pre-Accreditation of Social Welfare and Development Programs and Services of Licensed Private SWA and Public SWDA Operating within the Region

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

Office or Division:	DSWD Field Office – Standards Section	
Classification:	Highly Technical	
Type of Transaction:	Government to Client (G2C) Government to Government (G2G)	
Who may avail:	New applicant Registered and Licensed SWDA operating within the region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) 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 <i>Application Form for Accreditation</i>
2. Pre-Accreditation Assessment		<ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances#MCs <i>For Residential Amended Administrative Order No. 11,s.2007 Entitled Revised Standards on Residential Care Service</i> <i>For Community Based Please email standards.foncr@dswd.gov.ph</i>
3. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance		<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/download-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership
a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA))		

<p>b. ABSNET Membership</p> <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	
<p>4. One (1) Copy of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDAs) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/download-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/download-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/download-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/download-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served
<p>6. One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance</p>	

<p>□ Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/download/s-2/ AO 11 s 2019 Annex A Declaration of Commitment
<p>One (1) Copy of the following Basic Documents</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 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For applicant SWA's implementing Child Placement Services:</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/download/s-2/ Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/download/s-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/download/s-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

<ol style="list-style-type: none"> 5. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 6. Certified True copy of General Information Sheet issued by SEC (not applicable for Public SWDA) 7. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: <ol style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate Water c. Potability Certificate or Sanitary Permit d. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP e. For applicants with past and current partnership with the DSWD that involved transfer of funds. 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/download-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) <ul style="list-style-type: none"> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates • Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.
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f. Signed Data Privacy Consent Form		• Applicant		
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier / email (7 days)				
1. Secures application form thru the DSWD website / Field office	Upload and make available of the necessary documents in the DSWD website	None	None	SWDA / DSWD Field Office
2. Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up the request	Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking	None	30 minutes	Admin Aide IV
<i>Note: Application documents received after 3:00PM shall be considered as a next working day transaction.</i>				
3. Wait for the result of the documents review and notice of validation assessment	3. Conducts desk review of the documentary requirements	None	6 days, 7 hours 30 minutes	Technical Staff
	3.1 If complete and compliant, prepare acknowledgement letter indicating the schedule of the pre-assessment			Charm Suzette Gregorio Section Head, SS
	3.2 If incomplete, prepares an acknowledgment letter indicating the checklist of documents to be submitted			Mark Garcia OIC, PPD Monina Josefina H. Romualdez Regional Director, FO-NCR
4. Receive the acknowledgement letter from the DSWD Field Office:	Prepare necessary documents: pre-assessment tool, power point	None	Depends on the SWDA	Technical Staff Standards Section

<p>If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.</p> <p>If the acknowledgement letter indicates that the submitted documents are incomplete and non-compliant, comply and submit the lacking requirements.</p>	<p>presentation, special order, etc.</p>			
<p>5. For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p>	<p>Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients</p> <ol style="list-style-type: none"> 1. Interview with the staff 2. Review of documents 3. Ocular Inspection 4. Action Planning/ Exit Conference 	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	<i>Technical Staff Standards Section</i>
<p>6. Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field</p>	<p>Provide the SWDA with a Client Satisfaction Measurement Form for them to</p>	None	After the pre-accreditation assessment	<i>Technical Staff / Standards Section</i>

Office	answer and submit to the DSWD Field Office.			
<i>Note: Application documents received after 3:00 PM shall be considered as a next day transaction</i>				
7. wait for the result of assessment	<p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <p>* Confirmation Report to the SWDA</p> <p>* Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool.</p> <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p>	None	11 working days	<p><i>Technical Staff</i></p> <p><i>Charm Suzette Gregorio</i> Head, Standards Section</p> <p><i>Mark Garcia</i> OIC, PPD</p> <p><i>Monina Josefina H. Romualdez</i> Regional Director</p>
TOTAL		None		
Social Work Agency			20 working days	
Senior Citizen Center		None	19 working days	

11. Accreditation of Civil Society Organizations (CSOs) as Beneficiary of DSWD Projects and/or Program – Organized by the Sustainable Livelihood Program (SLP)

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

Office or Division:	DSWD Field Office NCR Standards Section			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C) Government to Government (G2G)			
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of the Certificate of Eligibility(CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>		• DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO) NCR		
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)		• DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO) NCR		
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / file application documents	Logs receipt into the document tracking system (DTS) / logbook Refer to the concerned unit	None	*1 day	Focal Person Standards Section
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
2. Wait for the result of the assessment	If Complete and Compliant, receive the documentary	None	*4 days	Focal Person Standards Section

	requirements If found incomplete or non-compliant, prepare memo to the SLP-RPMO returning the application documents for compliance			
3. Issuance of Permit	3.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 3.2 Forwards signed memo to ICTMS for posting to FO website. 3.3 Post of list of accredited beneficiary CSOs to FO-assigned bulletin board	None	2 days	<i>Focal Person</i> Standards Section
Total		None		
For Complete and Compliant:			7 working days	
For incomplete submission:		None	30 minutes	
*The number of minutes shall be included on the total 7 working days				

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

A process to put in place, the process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD projects and / or program.

Office or Division:	DSWD Field Office NCR - Standards Section		
Classification:	Highly Technical		
Type of Transaction:	<ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G)		
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn BeneficiaryCSO Accreditation Application Form		<ul style="list-style-type: none">• DSWD FO NCR- Standards Section	
2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: a. Pictures of office and direction sketch; and b. At least one of the following documents: <i>i. Barangay certification</i> <i>ii. Certification or endorsement from at least two (2) publicly known individuals in the community</i> <i>iii. Other documents showing proof of existence</i>		<ul style="list-style-type: none">• CSO Beneficiary Applicant	
3. Proof of organization, namely: a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available;		<ul style="list-style-type: none">• CSO Beneficiary Applicant	
4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquated, in accordance with		<ul style="list-style-type: none">• Government agency or agencies from whichit has received public funds	

COA regulations, all fund transfers due for liquidation				
5. Proof of having undergone Social Preparation		• Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds		
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / file application documents	Logs receipt into the document tracking system (DTS) / logbook. Refer to the concerned unit	None	*2 hours	<i>Focal Person</i> Standards Section
Note; Application documents received after 3:00PM shall be considered as a next working day transaction				
2. Wait for the result of the assessment	If complete and compliant; 2.1a Receive and review the documentary requirements 2.2a Posting of applicant to DSWD website 2.3 Preparatory activities for the conduct of validation 2.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and / or programs as	None	*18 days and 6 hours	<i>Focal Person</i> Standards Section

	<p>applicable.</p> <p>To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents.</p> <p>2.5 Prepare and sign validation report and abstract with supporting documents</p> <p>2.6 Evaluation and deliberation by the FO Accreditation Committee</p> <p>2.7 Prepare the certificate of Accreditation</p> <p>2.8 Facilitate the signing of the Certificate of Accreditation</p> <p>2.9 Post of List of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p>If found incomplete or non-compliant (in any part of the process)</p> <p>2.1b prepare acknowledgement memorandum returning the application documents for</p>			
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	compliance 2.2b If an irregularity falsehood, fabrication or forgery is noted or found in the documents, the applicant shall be required to explain not later than 3 days from the receipt of notice issued by the Regional Director.			
3. Receive the Certificate of Accreditation	Release of the signed Certificate/s 1. Befitting ceremony (e.g. during the flag-raising ceremony) 2. Pick-up by the CSO applicant, 3. Courier, and 4. Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	*1 day	Focal Person Standards Section - DSWD Field Office NCR
Total For complete and compliant		N/A	20 working days	
For incomplete submission:		None	30 minutes	
*The number of minutes shall be included on the total 20 working days **This does not include the travel time of documents from the DSWD Field Office NCR to the Central Office, and vice versa.				

13. 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		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application form (DSWD DFE Form 1)		<ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan, Pambansa Complex, Quezon CityAny DSWD Field Office – Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1	
2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin		Philippine Consular Office (i.e. embassy or consulate) of the country of origin	
3. Notarized Deed of Acceptance		Notary public	
4. Copy of valid DSWD Registration, License and/or Accreditation Certificate		Issued by the DSWD to the licensed and/or accredited SWDA	
5. Bill of Lading or Airway Bill		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee.	
6. Packing List		Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee	
7. Plan of Distribution		https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 2	

		<ul style="list-style-type: none">To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution		
OPTIONAL REQUIREMENTS				
1. Certification from Food and Drug Administration (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang Muntinlupa City 1781			
2. Notarized distribution report on latest shipment, if not the first time to import foreign donations	https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – 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			
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The representative of the SWDA files the application form, together with the supporting documents/ requirements at the respective DSWD Field Office covering the region where the intended distribution of goods shall take place.	1.1 Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i> 1.2 Logs its receipt	None	*30 minutes	Standards Section Administrative personnel and/or Officer-of-the-Day

	into the document tracking system			
	1.3 Provides the walk-in applicant with document reference number for easy tracking.			
Note: Application documents received after 3:00PM shall be considered as a next working day transaction				
2. The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section.	Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	PHP1,000.00	*10 minutes	Cash Section Personnel
3. Awaits results of the assessment	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements Step 3a – If found compliant to eligibility and documentary requirements Prepare for conduct of area visit Step 3b – If found non-compliant to eligibility and documentary requirements	None	3 working days	Standards Section Technical Staff

	<p>Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p>			
<p><i>Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.</i></p>				
4. Validation Visit	<p>Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. (Optional)</p>	None	2 working days (per agreed schedule)	Standards Section Technical Staff
5. Endorsement to the DSWD Central Office.	5.1 Endorse the draft acknowledgement letter	None	1 working day	Standards Section Technical Staff
	<p>5.2 Endorse the application to the Standards Bureau at the Central Office</p> <p>If deficient return the application to the applicant and provide the necessary technical</p>			

	assistance to comply with the requirements			
	<p>5.3 Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p> <p>Prepares the following:</p> <ul style="list-style-type: none"> • Endorsement letter to the DOF, Conformance letter to applicant 	None	3 working days	SCMD Technical Staff/ Division Chief/ Bureau Director

	<p>that it should comply with post-facilitation requirements</p> <ul style="list-style-type: none"> Letter to concerned DSWD Field Office informing them of the endorsement <p>If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application.</p>			
	5.4 Endorsement to the Secretary to affix initials on the endorsement letter to DOF	None	1 working day	DSWD Undersecretary supervising the Standards Bureau
	5.5 Sign the Endorsement letter to DOF	None	3 working days	DSWD Secretary
6. Approved applicants to pick-up the endorsement letter	<p>Informs the applicant and Field Office of the approval of endorsement.</p> <p>Preparation of the endorsement letter for pick-up of the</p>	None	*10 minutes	Standards Bureau: SCMD Technical Staff

	applicant and the conforme letter for their signature.			
Total Complete and Compliant		P1,000.00	14 days	
Complete but non-compliant submission		P1,000.00	Eight (8) days and 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.				

14. Accreditation of Pre-Marriage Counselors

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

Office or Division:	Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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>
<u>One (1) photocopy of the following documents (original copies must be presented):</u>	
1. Any of the following as proof that the applicant is a graduate of four (4) year course: a. Photocopy of Certificate of graduation/college diploma or transcript of records; or b. Certified photocopy of valid PRC ID.	<ul style="list-style-type: none"> Any PRC Office nationwide
2. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted;	<ul style="list-style-type: none"> Training Provider
3. Photocopy of Training Certificates/Certificates from	<ul style="list-style-type: none"> Training Provider

seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted;	
<p>4. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable:</p> <p>a. Certification from immediate Supervisor; or</p> <p>b. An approved resolution.</p>	<ul style="list-style-type: none"> • Local Government Office
<p>5. 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>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <p><i>Annex C. Documentation Report Template</i></p>
Other documents to be made available during the assessment visit:	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
For Renewal	
<p>1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate.</p>	<ul style="list-style-type: none"> • Training Provider
<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 (Annex D);</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i>
<p>3. Summary documentation of PMC</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/

session/s conducted for the past year using the template provided by DSWD (Annex C);		MCs/MC 2019-001.pdf Annex C. PMC Form		
Other documents to be made available during the validation visit.				
a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.				
b. Accomplished and consolidated result of client feedback/satisfaction survey (See Annex F) for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and		<ul style="list-style-type: none">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form		
c. A summary/record on the number of Certificate of Marriage Counseling issued				
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
2. Submit / file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.				
3. Awaits for acknowledgement or notification relative to the application.	3.1 Reviews and Assess the completeness of requirements/ documents submitted and prepare acknowledgement letter, to wit:	None	5 working days and 2 hours	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)

	<p>3.1.1 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>3.1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>3.2 Review and approval of Supervisor/Section Head</p> <p>3.3 Review and approval of the Regional Director.</p>			<p><i>Charm Suzette Gregorio</i> Supervisor/ Section Head</p> <p><i>Monina Josefina H. Romualdez</i> Regional Director</p>
4. Accomplish and deop the Customer's Feedback Form on the dropbox	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Field Office – Standards Section)
5. Actual Accreditation Assessment	<p>Conducts validation assessment with the applicable mode:</p> <p>* Under Normal circumstances</p>	None	1 working day	Technical Staff or Officer of the day (Field Office - Standards Section)

	<p>actual accreditation visit;</p> <p>* During the state of calamity/emergency virtual assessment.</p> <p>Activities to take place:</p> <ol style="list-style-type: none"> 1. Brief overview on the assessment process; 2. Observation on the counselling session; and 3. Exit Conference 			
6. Awaits the approval of the confirmation report/issuance of the Certificate	<p>6.1 Final Assessment of the application documents and result of the actual assessment</p> <p>6.2 Prepares the confirmation report, with the following possible content:</p> <ol style="list-style-type: none"> a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. <p>6.3 Forwards to the office of the RD for approval / signature.</p>	None	7 working days	<p>Technical Staff/ Section Head/ Division Chief</p> <p>Support Staff</p>

	6.4 Approval and signature of the documents			Monina Josefina H. Romualdez Regional Director
7. Awaits for the approval and issuance of certificate, if favourable.	Prepares certificate for issuance, if favorable. Approval and signature of the Certificate	None	5 working days	Support Staff Monina Josefina H. Romualdez Regional Director
8. Receives the Accreditation Certificate	Release the Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
TOTAL				
For Complete and Compliant:		None	18 working days and 2.25 hours	
For Complete Requirements with Areas for Compliance:		None	25 minutes	
<i>*The number of minutes shall be included on the total number of working days.</i> <i>**This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.</i>				

15. Accreditation of Social Workers Managing Court Cases

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

Office or Division:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
Classification:	Highly Technical	
Type of Transaction:	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.	
Who may avail:	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office	
CHECKLIST OF REQUIREMENTS		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	Any of the following:	

attesting to the competence of the social worker	<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
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; 	Applicant/Client

<ul style="list-style-type: none">• Progress/running notes; and• Other relevant documentations pertaining to the cases				
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	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 the applicant. Technical Assistance will be provided together with the	None	*20 minutes	Officer of the Day- Standards Section

	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	Focal Person- Standards Section
	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>Charm Suzette Gregorio</i> Head, Standards Section
	1.4. The Standards Bureau- Receiving Officer shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division.	None	*10 minutes	Receiving Officer DSWD – Standards Bureau
	1.5. The Standards Compliance Monitoring Division shall review the application and documents submitted by the Applicant through Field Office.	None	2 days	Any of the assigned technical staff, depending on the Field Office where the application was from, DSWD– Standards Bureau
	1.6. If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant	None	1 day	Assigned technical staff from DSWD- Standards Bureau

	through the Field Office on the schedule of the on-site assessment			
2. The applicant shall coordinates with Standards Bureau through the Field Office on the schedule of the on-site assessment.	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)	Focal Person- Standards Section and Assigned technical staff from Standards Bureau
	2.2 Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment. <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> *Accreditation Certificate shall be issued by the Department Secretary or his/her duly authorized representative if	None	3 days after conduct of on-site assessment	Assigned technical staff DSWD- Standards Bureau Bureau Director DSWD- Standards Bureau

	the applicant has qualified the accreditation standards.			
	2.3 Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head	None	3 days	Undersecretary/ Cluster Head DSWD-Standards and Capacity Building Group
	2.4 Cluster Head to approve and endorse the Accreditation Certificate to the Secretary	None	3 days	Undersecretary/ Cluster Head DSWD-Standards and Capacity Building Group
	2.5 Secretary or his/her duly authorized representative to approve and issue the Accreditation Certificate for the qualified Social Worker.	None	3 days	DSWD Secretary or his/her duly authorized representative
	2.6 Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.	None	2 days	Bureau Director DSWD-Standards Bureau
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	Support staff from the DSWD FO-Standards Section
Total		None	20 working days	
*The number of minutes shall be included on the total 20 working days. ** This does not include the travel time of documents from the DSWD Field Office to the Central 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 DSWD-FONCR DSWD-FONCR send memo/email to Standards Bureau
How feedbacks are processed	<ul style="list-style-type: none"> DSWD-FONCR send reply to the concerned citizen/agencies within three (3) days upon receipt of the feedback. Standards Bureau (SB) 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	<ul style="list-style-type: none"> Complaints can be filed thru sending a letter or email to DSWD FONCR 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"> DSWD-FONCR 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 CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881=6565</p>

16. Approval for the Conduct of Research Study & Acquiring Primary Data from DSWD Officials / personnel, beneficiaries and clients

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	G2C - Government to Citizen

Transaction:	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	1.1 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	None	4 hours	<i>Administrative Staff Office of the Regional Director/ RAMS/ PPD/ PDPS</i>

	acknowledge receipt. 1.3 Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff			
	1.4 Review the request and assign to available 1.5 Review the request as to area/region of coverage (<i>refer to MC. 10 s. 2019 Section VII. Item No. 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.	None	4 hours	<i>Mark Garcia</i> Head, PDPS <i>Technical Staff</i> 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 days	<i>Technical Staff</i> PDPS
	1.6.1 For requests that need not go through the protocol , endorse researcher to the concerned DSWD Division/ Section/ Units/ Centers		2-4 days	<i>Technical Staff</i> PDPS

	<p>using the Endorsement of Research and SWD Data Request Form (either hard copy or soft copy via email) then request the researcher to fill-up the Client Satisfaction Measurement Survey (either online or paper-based) and proceed to step 3.</p>			
	<p>1.6.2 For requests that need to go through the protocol, review submitted documents as to completeness.</p>	None	2 days	Technical Staff PDPS
	<p>1.6.3 If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol.</p>			
<p>2. Submit additional required documents (<i>Request Letter, Accomplished Research Request Form, Research Brief, and research instruments</i>)</p>	<p>2. Review of research requests with concerned Division/ Unit/ Section/ Centers/RCFs.</p> <p>2.1 Review and assess the submitted documents in consultation with the concerned</p>	None	7 days	Technical Staff PDPS Concerned Sections/ Units/ Centers

Division/ Section/ Centers/RCFs	Unit/			
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.		None	1 day	<i>Technical Staff and Division Chief PDPS/ PPD</i>
2.3.2 No – Communicate the decision to the researcher and inform them of relevant revisions that are needed to				

	<p>be made. Two (2) days will be given to the researcher to officially respond through a letter, if they will continue or terminate their request. If pursuing 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</p>	None	1 day	<p><i>Monina Josefina H. Romuladez</i> Regional Director</p> <p><i>Technical Staff PDPS</i></p>

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

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

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the 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	None	15 minutes	<i>Administrative Staff ORD/ RAMS/ PPD/ PDPS</i>

	<p>of request. If request is received through email, print out the request letter and acknowledge receipt.</p> <p>1.2 Check the completeness of information in the request (e.g., specific data, scope, coverage and year)</p>			
	<p>1.3 Encode the details in the office's tracking system for incoming documents.</p>	None	5 minutes	<i>Administrative Staff ORD/ PPD/ PDPS</i>
	<p>1.4 Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff.</p>	None	5 minutes	<i>Administrative Staff ORD/ PPD/ PDPS</i> <i>Mark Garcia Head, PDPS</i> <i>Technical Staff PDPS</i>
	<p>1.5 Assign data requests to concerned technical staff.</p>	None	5 minutes	<i>Technical Staff PDPS</i>
	<p>1.6 Assess the data request if the data/ information are available within the office</p> <p>Data available within DSWD?</p>	None	10 minutes	
	<p>1.6.1 Yes, within PDPS – Prepare</p>	None	Single data: 1-3 hours	

	the requested data/ information then proceed to step 1.7		Multiple data: 1 day	
	1.6.2 Yes, within other Division/ Section/ Unit/ Centers – Endorse the request to the concerned Division/ Section/ 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.	None	30 minutes	<i>Technical Staff PDPS</i>
	1.7 Prepare response letter	None	30 minutes	<i>Technical Staff PDPS</i>

	with the requested data and submit to the PDPS Head for review, approval and initial.			
	1.8 Review, approve and endorse response letter with the requested data to the Regional Director for approval and signature.	None	20 minutes	Mark Garcia Head. PDPS
	1.9 Approve and sign the response letter with the requested data.	None	4 hours	Monina Josefina H. Romualdez Regional Director
	1.10 Send the signed/ approved response letter with the requested data to the requesting party then request the data user to fill up the Client Satisfaction Measurement Survey (either online or paper-based) and proceed to step 2.	None	30 minutes	Administrative/ Technical Staff PDPS
2. Accomplish the Client Satisfaction Measurement Survey	2. Receive the accomplished Client Satisfaction Measurement Survey (either online or paper-based)	None	10 minutes	Administrative/ Technical Staff PDPS
Total		None	1 day, 1 hour, 10 minutes or 1 day 6 hours, 40 minutes ²	
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 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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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	Incoming / Outgoing Clerk PAS Receiving Area
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)	PAS Focal Person FOs Personnel Administration Section

	needed.			
	2.2. Encode/check details of SR, print the issuance and attach the necessary documents	none	30 minutes	PAS Focal Person
	2.3. Review and Sign/initial the SR	none	4 hours (depending on the availability of signatories)	<i>Ana Theresa M. Laurio</i> OIC, PAS
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	PAS Focal Person
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	<i>Ana Theresa M. Laurio</i> OIC, PAS
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	4.1.4. Forward the document to the RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk RAMS
4.2. If the SR is for pick-up, proceed	4.2.1. Provide one originally signed	none	10 minutes	Incoming / Outgoing Clerk

to PAS and get the requested document.	SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form			<i>PAS Receiving Area</i>
Total		None	7 days	<i>May be extended depending on the volume of transactions handled</i>

2. Issuance of Certificate of 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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (Write contact details as well for courier purposes, if needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	none	5 minutes	Incoming / Outgoing Clerk PAS Receiving Area
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/emplo	PAS Focal Person Leave Administration Section

			yee)	
	2.2 Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours (may take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/ employee)	PAS Focal Person Leave Administration Section
	2.3 Reprinting of the corrected ELARS, if errors are found.	none	2 hours and 30 minutes	
	2.3.1 Encode details to the Certificate, print the issuance and attach the necessary documents			
	2.3.2 Review and Sign/initial the ELARS and the Certificate	none	2 days	<i>Ana Theresa M. Laurio</i> OIC, PAS <i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
3.1 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	PAS Focal Person Leave Administration Section
3.2 If the Certificate is to be sent via courier service, wait until the parcel is	3.2.1 Prepare and print the transmittal letter with information on how	none	20 minutes	PAS Focal Person Leave Administration Section

sent to given address.	to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.			
	3.2.2 Review and Sign/Initial the transmittal letter	none	20 minutes	<i>Ana Theresa M. Laurio</i> OIC, PAS <i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
	3.2.3 Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	3.2.4 Forward the document to the RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk RAMS
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.	none	10 minutes	Incoming / Outgoing Clerk PAS Receiving Area
	4.2 Request the client to accomplish Customer Feedback Form			
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 Central Office Clearance Certificate from Money, Property and Legal Accountabilities 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		1. PAS Receiving Area Client		
2. Letter of Separation and its Acceptance		2. Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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	Incoming / Outgoing Clerk PAS Receiving Area
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and check the FILE 201 / PER 16 to	none	6 days, 6 hours (may take longer hours depending on	PAS Focal Person Leave Administration Section

	retrieve the Regional Clearance Certificate on file.		the period of 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	PAS Focal Person Leave Administration Section
	2.3 Sign the photocopied Regional Clearance Certificate as to the "Certified True Copy"	none	30 minutes	<p>Ana Theresa M. Laurio OIC, PAS</p> <p>Atty. Michael Joseph Lorico ARDA and Concurrent OIC, HRMDD</p>
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	PAS Focal Person Leave Administration Section
4. If the original/CTC copy of the Regional Clearance Certificate is to be sent via courier service, wait until	4.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach	none	20 minutes	PAS Focal Person Leave Administration Section

the parcel is sent to given address	one original/CTC copy of the Regional Clearance Certificate and one Customer Feedback Form for accomplishment			
	4.2 Review and Sign/initial the transmittal letter	none	30 minutes	<i>Ana Theresa M. Laurio</i> OIC, PAS <i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
	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 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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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	Incoming / Outgoing Clerk PAS Receiving Area
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	PAS Focal Person

			retrieving files, if needed)	
	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>Ana Theresa M. Laurio</i> OIC, PAS <i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
Total		None	3 days	
<i>May be extended depending on the volume of transactions handled</i>				

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	Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer. Feedbacks requiring answer/clarifications are forwarded to appropriate office or personnel for immediate response within 3 working days Appropriate client shall be informed of the response thru email or memorandum. For the status of your query/clarification,

	<p>you may contact us thru:</p> <p>Telephone: : 8733-0010 loc. 211</p> <p>Email: personnel.foncr@dswd.gov.ph</p>
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
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>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p>

Finance Management Division

1. Processing of Request for Accounting Certifications for Former DSWD Employees

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

Office or Division:	Accounting Division – Regular Program
Classification:	Complex
Type of Transaction:	Processing of Request for Accounting Certification of Former DSWD Employees
Who may avail:	Former employees of the Department; or His/Her authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form for Accounting Certification of Former DSWD Employees – Request Form (DSWD-NCR-FMU-AS No. 1)	1.1 Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form Schedule of request: <u>Monday – Friday 9:00 AM – 5:00 PM</u>
1. Supporting documents: A. Former DSWD employee must submit: <ul style="list-style-type: none"> • Filled-up request form; • Photocopy of the former employee government-issued ID (1 copy) B. Authorized representative must submit: <ul style="list-style-type: none"> • Filled-up request form; • Authorization letter for the representative, if claimed by person other than the former employee; • Photocopy of the former employee government-issued ID and the authorized representative (1 copy) A. Upon claiming of the certification: <ul style="list-style-type: none"> • Claim Stub must be presented; • Identification card (ID) of the 	Former DSWD employees of the Department; or His/Her authorized representative

former employee or authorized representative; • Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form	None Accounting Certifications * Cost of Service (COS) worker: • Last Cost of Services Processed * Permanent, Casual and Contractual Employee: • Last Salary Processed; • Pag-IBIG Loan Amortization Withheld and Remittances • GSIS Loan Amortization Withheld and Remittances • Philhealth Contribution and Remittances (maximum of one year)	None	5 minutes	Former employees of the Department; or His/Her authorized representatives Accounting staff

<p>2. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address (accounting@dswd.gov.ph) or (fo@dswd.gov.ph for Field Offices)</p> <p>Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</p>	<p>(Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.</p>	None	10 minutes	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Accounting staff</p>
<p>3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate</p>	<p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p>	None	15 minutes – walk-in/ email	Accounting staff

	The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in			
	<p>Preparation of Certificate for Accounting Certification for former DSWD Employees: The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.</p> <p>The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>	None	6 days and 35 minutes	Accounting, Cash and HR-PAD Staff
<p>4. Present the following:</p> <p>* Former DSWD Employees: ** Claim stub or printed email</p>	The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are	None	15 minutes	Accounting Staff

<p>** Acknowledge receipt</p> <p>Authorized representative must present the following:</p> <p>Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government – issued ID (1 copy)</p>	<p>ready for release and shall be issued to the requesting party/ies</p>			
<p>5. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.</p>	<p>None</p>	<p>5 minutes</p>	<p>Accounting Staff</p>
<p>6. Provide Customer Feedback Form to the requesting party</p>	<p>The Accounting staff shall provide the customer feedback to the requesting party for the service provided.</p>	<p>None</p>	<p>2 minutes</p>	<p>Accounting Staff</p>
<p>Total</p>		<p>None</p>	<p>6 days, 1 hour and 27 minutes</p>	

2. Processing of BIR Form 2322: Certificate of Donation

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

Office or Division:	Accounting Section – Regular Program
Classification:	Complex
Type of Transaction:	Processing of Certificate of Donations
Who may avail:	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation – Request Form (DSWD-NCR-FMU-AS No. 1)	<p>The Donor may download and print the request form from https://docs.google.com/document/d/1f9SxGfUBF-dgSjzUIPzKeNeGDVpg4hw8/edit?usp=sharing&ouid=114569089912789065596&rtpof=true&sd=true</p> <p>-or-</p> <p>Personally visit the Accounting Office to fill-up and submit the request form.</p> <p>Schedule of request:</p> <p><u>Monday – Friday 9:00 AM – 5:00 PM</u></p> <p><i>Note: Online requests beyond 5:00 PM will be responded / acknowledge on the following working day.</i></p>
<p>Electronic or hard copy of the supporting documents:</p> <p>A. Donor must submit:</p> <ol style="list-style-type: none"> 1. Filled up request form; 2. Signed and Notarized Deed of Donation Agreement (DDA); 3. Official receipt for cash donations; or 4. Acknowledgement Receipt for Donations Received (ARDR) for Donations in Kind <p>B. Authorized representative must</p>	Requesting Party/Donor

submit: 1. Filled up request form and above mention requirements; 2. Authorization letter from the donor; 3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Donor may download and print the request form Certificate of Donation – Request Form (DSWD-NCR-FMU-AS No. 1)	None	None	5 minutes-walk-in/email	Donor
-or- Personally visit the Accounting Office to fill-up and submit the request form	Accounting Office shall issue the request form	None		Accounting Staff
2. Scan the filled-up form and email together with the supporting documents to accounting.foncr@dswd.gov.ph ;	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.	None	5 minutes-walk-in/email	Accounting Staff
-or- Personally submit the filled-up form together with the supporting documents to Accounting Office.	For Walk-in - The Accounting Staff shall receive and check the completeness of the request form and required supporting			

	documents Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client.			
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation. Preparation of Certificate of Donation for Signature of the Secretary or the Authorized Representative	None	6 minutes walk-in/email Schedule: Six (6) days and seven (7) hours	Accounting Staff Accounting Staff

<p>3. Present the following:</p> <p>4.1 Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents.</p> <p>4.2 The Authorized representative must present the following: Above mention supporting documents.</p> <p>Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's</p>	<p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies</p>	<p>None</p>	<p>10 minutes</p>	<p>Accounting Staff</p>
<p>4. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form</p>	<p>None</p>	<p>1 minutes</p>	<p>Accounting Staff</p>

	2322: Certificate of Donation.			
6. Provide Customer Feedback Form to the requesting party	The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	2 minutes	Accounting Staff
Total		None	6 days, 7 hours and 30 minutes	

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 of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p>

General Administrative Services 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 by employees /officials, for repair or replacement by the supplier/ service providers, for properties that are to be disposed through sale/transfer/other mode of disposition

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities			
Who may avail:	a. DSWD service providers b. DSWD suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) original copies of duly accomplished Gate Pass		1. 1. To be prepared by the client OBSUs' Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format		
2. Number of Property/ies to be brought outside		2. To be prepared by the client without any prescribed format (service providers or DSWD suppliers)		
3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present property for Checking	1. Accomplished gate pass and attachments vis-à-vis property presented. If incomplete return gate pass to end-user/requester. Check quantity and details of the property (serial no, property no. etc..) Manual assign	None	15 Minutes	AS-PSS staff

	<p>pre-numbered Gate Pass to accomplished form and encode in the log book.</p> <p>1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the AS-GASD Division Chief for approval/ Property Officer</p>			
	1.2 Approve Gate Pass	None	5 Minutes	<i>GASD Division Chief/ Property Officer</i>
	<p>1.3 Forward copy of the approved Gate Pass to:</p> <p>a. Original copy – Security Guard</p> <p>b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer</p> <p>c. Triplicate – PSS copy</p>	None	5 Minutes	<i>AS-PSS Staff</i>
2. Present property together with the	2.1 Borrower/staff who shall bring	None	10 Minutes	<i>Security Guard On-Duty</i>

accomplished Gate Pass to the Security Guard	out the equipment from DSWD premises shall present approved gate pass to the security guard on duty reflecting the correct details of the property to be borrowed/brought outside. a. Security Guard to validate details of the property/equipment to be brought out written in the Gate Pass			
	b. Without discrepancy – Security Guard On- Duty shall sign the gate pass, both the original and duplicate copy, provide signed duplicate copy to the borrower/personnel; Security Guard to secure the original copy			
	2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS.	None	2 Minutes	<i>Security Guard On-Duty</i>
3. Upon return of property brought outside the DSWD premises, client to present copy of his/her signed gate pass to the Security Guard On-Duty	3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass a. With discrepancy – Go to AS-PSS and	None	10 Minutes	<i>Security Guard On-Duty</i>

	inquire on how to proceed			
	b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return			
	3.1 Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	<i>Security Guard on Duty</i>
	3.2 Surrender original copies of gate pass for returned property to AS-PSS	None	5 Minutes	<i>Security Guard on Duty</i>
	3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property	None	10 Minutes	<i>AS-PSS staff</i>
	3.4 File gate pass for safe keeping and future reference	None	10 Minutes	<i>AS- PSS staff</i>
TOTAL		None	1 hour, 14 minutes	

2. Issuance of Property Clearance for Separated Officials and Employees

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Office or Division:	Administrative Service - Property and Supply Section (AS-PSS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: 1.Resigned 2.Transferred to other Government Offices 3..Non-renewal of Contract 4.Terminated 5.Retired 6.Promoted			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. <u>Without Property Accountability</u> 1. Three (3) copies of Clearance Form B. <u>With Property Accountability</u> 1. Three (3) copies of Clearance Form One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 2.With request for relief from property accountability due to loss - one (1) copy of COA decision 3.With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Regional Director/ Asst.Regional Director (2) photo copy of approved request for replacement from COA		B. <u>Without Property Accountability</u> 1. Personnel Transaction Section prescribed format. C. <u>With Property Accountability</u> 1. Personnel Transaction Section prescribed format of Clearance Form; prescribed FETS form from Property and Supply Section 2. To be prepared by the client/concerned staff without prescribed format (approved decision from COA) 3. DSWD Commission on Audit without any prescribed format 4. To be prepared by the client/ concerned staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for	1.1 Receive and validate request.	None	15 Minutes	PSS Staff

transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer	record the submitted duly approved request for transfer, resignation and/or retirement			
	1.2 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) or individual folder/database of PSS	None	30 minutes	<i>PSS Staff</i>
	1.3 No Accountabilities Process the clearance by affixing signature of Property Officer and forward to the Division Chief for approval With Accountabilities Inform employee through Memorandum on his/her accountabilities and to accomplish FETS form for cancellation of her property accountability	None	15 Minutes	<i>PSS Staff</i>
2. Submit documents and other requirements for cancellation of property accountability	2. Receive and validate submitted documents and other requirements as proof of cancelled property	None	30 Minutes	<i>PSS Staff</i>

	accountability			
	2.1. If property accountability were cancelled, initial clearance and forward to the Division Chief (DC) for signature	None	5 Minutes	<i>PSS staff</i>
	2.2. Sign Clearance	None	5 Minutes	<i>GASD Division Chief/ Property Officer</i>
	2.3. Scan and record signed clearance in logbook for employee's copy	None	10 Minutes	<i>PSS staff</i>
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	<i>PSS staff</i>
TOTAL		None	2 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	-Customer Feedback Form shall be provided to the client after the Issuance of Property Clearance to separated officials and employees
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting O/SU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Service-Property, and Supply Section (PSS), email: pams.foncr@dswd.gov.ph
How complaints are processed	Upon receipt of complaint, the concerned section shall make necessary evaluation and investigation, provide feedback report to concerned officials for appropriate action. Provide feedback to client as well. For inquiries and follow-ups, client may contact AS-PSS through email: pams.foncr@dswd.gov.ph
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

Office of the Regional Director

1. Technical Assistance on STB-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			
Type 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	Support Staff
	1.2 Prepare, check, and send response to the request, and conduct the Technical Assistance.	None	7 days	Social Technology Unit
	1.2.1 If the request is for sharing data,			

	<p>information and knowledge product:</p> <p>a. If available in the website, include the link from the STB website or 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</p>		15 days	
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	assistance activity including orientation and capability building activities, either via face-to-face or online means: a. Coordinate with the requesting party. 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)	None	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			
Type 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 capability building activity, either via face-to-face or online means as agreed with the	None	5 days	<i>Technical Staff</i>

	requesting party and prepare the following: a. Activity Flow b. Powerpoint Presentation c. Attendance Sheet d. Other logistical requirements			
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	None	7 days, 2 hours, 20 minutes	
	If without physical/online Technical Assistance Session		12 days, 2 hours, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<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

<p>How feedbacks are processed</p>	<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 improvement of systems and processes, and/or staff behavior.</p> <p>For inquiries and follow-ups, customers may also contact the STU and listed below.</p>
<p>How to file a complaint</p>	<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")

	<ul style="list-style-type: none"> • 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.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the 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

Non-Frontline Services

Protective Services Division

1. KEC / 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 to the thrust of the Department that all DSWD Offices should maintain a LRC wherein all knowledge products are installed and is 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		
Reservation Form		Capacity Building Section / RLRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the available schedules at RLRC	1.1 Receive request via email, phone call log, Chat	None	5 minutes	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
	1.2 Check availability of KEC/RLRC Function Room	None	20 minutes	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>

	<ul style="list-style-type: none"> - If available, reply confirming availability with the link of the Online Reservation Form with reminders of room guidelines - If not available, inform the client of its non-availability 			
2. Fill-out Online Reservation Form	2.1 Perform booking on KEC/ RLRC Calendar	None	15 minutes	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
	2.2 Send an email confirming the reservation with the details of the reservation	None	20 minutes	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
3. Client registration	3. Request the client to register in the logbook/ QR Code upon entering the KEC/RLRC	None	10 minutes	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
4. Accomplishment of CSMS	4. Request the client to accomplish the CSMS via printed copy/ email/ QR Code after using of the Conference Room	None	5 minutes	<i>Librarian or RLRC Admin Aide (Capacity Building Section)</i>
TOTAL		None	75 minutes/ 1 Hour and 15 minutes	

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 of the Client Satisfaction Measurement Form: https://forms.gle/jQVd8ZybwRRvszio6 and Evaluation Form: https://forms.gle/Kr7PWinXsAiT5sJA9</p>
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 CCB, PCC, 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

1. Data Sharing with DSWD OBSU – 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:	National Household Targeting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward request to the NHTO Operations Division/Project Development Officer for review	None	5 minutes	<i>Administrative Assistant</i>
	2. Input comments,	None	2 hours	<i>NHTO Operations</i>

	review, and recommend if the request is for processing or not then endorse to the NHTO Director/NHTS Regional Director			<i>Division Chief/ NHTS PPD Chief</i>
	3. 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>
	4. 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 	None	10 minutes	<i>Project Development Office</i>

	Section Head			
	*Note: For NHTS- If Approved, the request will be processed.			
	5. 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>
	6. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	20 days (for 300,000 names)	<i>Information Technology Officer</i>
	7. Review the result of the name	None	3 days	<i>NHTO Quality Management Section (QMS)/</i>

matching.			<i>NHTS Information Technology Officer</i>
<p>8. Secure the data by adding password protection to the file.</p> <p>8.1. Prepare the Data Release Form (DRF), draft memo reply and burn results in a compact disc(CD).</p> <ul style="list-style-type: none"> Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party <p>8.2. Counter sign in the DRF</p> <p>8.3. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>	None	2 days	<p><i>Information Technology Officer</i></p> <p><i>NHTO DPS Head and QMS Head/ NHTS Head/ PDO</i></p> <p><i>NHTO IT Division Chief/ NHTS PDO</i></p>
9. Sign the memorandum/ endorsement letter.	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>

	10. Track and scan the document before releasing the result to the requesting Party.	None	5 minutes	<i>Administrative Assistant</i>
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	

2. Data Sharing with DSWD OBSU – List of Data Subject

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for Social protection purposes

Office or Division:	National Household Targeting Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD OBSUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (indicating purpose and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will endorse their letter of request with attached e-copy of data requirements to NHTO/ NHTS.	1. Receive and record the request in the document transaction/ tracking system. 1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2. Forward request to the NHTO Operations Division/Project Development Officer for review	None	5 minutes	<i>Administrative Assistant</i>
	2. Input comments, review, and	None	4 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>

	recommend if the request is for processing or not then endorse to the NHTO Director/NHTS Regional Director.			
	3. 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>
	4. 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 	None	30 minutes	<i>Project Development Officer</i>

[illegible]

	secured data (CD), then forward it to the Administrative Section.			
	9. Sign the memorandum	None	4 hours	<i>NHTO Director/ NHTS Regional Director</i>
	10. Track and scan the documents before releasing the result to the requesting party.	None	5 minutes	<i>Administrative Assistant</i>
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		<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		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. Receive and record the request in the Transaction/ tracking system.	None	10 minutes	<i>Administrative Assistant</i>
	1.1. Forward request to the Office of the NHTO Director/ NHTS PPD Chief.			
	2. 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
	3. Review the request if: a. <i>Not clear</i> – In case of vague data request-	None	5 hours	<i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i>

	<p>coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation.</p>			
	<p>4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in <i>excel</i> or in any format available.</p> <p>4.1 Draft reply letter/ memorandum</p> <p>4.2 Submit the generated data and reply letter to the NHTO Head Statisticians/ NHTS RFC</p>	None	1 day	<i>Associate Statisticians</i>
	5. Countercheck	None	5 hours	<i>NHTO Head Statistician/ NHTS</i>

	<p>the generated statistical/ raw data if:</p> <p>a. <i>Not accurate</i> – Return the generated statistical/ raw data to the Associate Statisticians for revisions.</p> <p>b. <i>Accurate</i> – Submit the generated data statistical/ raw to the NHTO Operations Division Chief/ NHTS PPD Chief.</p>			<i>RFC</i>
	<p>6. Review the facilitated data, countersign reply letter/ memorandum and endorse to the Director for approval and release.</p>	None	5 hours	<i>NHTO Operations Division Chief/ NHTS PPD Chief</i>
	<p>7. 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>	None	5 hours	<i>NHTO Director/ NHTS Regional Director</i>

	b. <i>Accurate and acceptable</i> – Sign the reply letter/memorandum. The facilitated data request will be approved for release.			
2. Receive the data requested	2. 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>
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	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	Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.

	<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 CCB, PCC, ARTA	<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>

4. Information and Communications Technology (ICT) Support Services

Processes technical assistance for both hardware and software

Office or Division:	NTSSD ICTMS			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Ticket		ICT Support Ticketing System. https://ictsupport.dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OBSUSs submit their incident request through ICT helpdesk system	1.1 The Service Support Team Lead assess and assign the ticket to appropriate desktop support engineer	NA	4 hours (Refer to ICTMS SLA)	ICTMS ITO
	1.2 Desktop Support Engineer provide service support for ICT software and hardware trouble to end user			
	1.3 If there's a need for Service Provider's intervention, service support engineer provide a TA Report for submission to Procurement Management Division-Contract Management Division, if for warranty claim or to the OBSU concerned for			

	facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement			
Total		None	4 hours	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Use CSM Form or send email to foncr@dswd.gov.ph , ppd.foncr@dswd.gov.ph
How feedbacks are processed	Feedbacks are consolidated and reviewed the division.
How to file a complaint	Use CSM Form or send email to foncr@dswd.gov.ph , ppd.foncr@dswd.gov.ph
How complaints are processed	Each complain or request are assigned to specific person that will take action
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) PCC: 8888

Human Resource Management and Development Division

1. Issuance of Service Record (SR) 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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well, if needed) 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 Service Card data, if updated Per16 / FILE 201 if needed.	none	2 Days, 4 hours (depending on the period of retrieving the files)	<i>Personnel Officer</i>
	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)	<i>Ana Theresa M. Laurio OIC, PAS</i>

			of signatories)	<i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
	2.4 Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Officer Personnel Administration Section
3. Get the SR issued	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk PAS Receiving Area
Total		None	3 days	
May be extended depending on the volume of transactions handled				

2. Issuance of Certificate of Employment (CoE) to Current Officials, Employees and Contract of Service (COS) Workers

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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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 check the FILE 201 if needed.	none	2 days, 5 hours (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst. FO Personnel Administration Section
	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	Ana Theresa M. Laurio OIC, PAS

				<i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
	2.4 Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call)	none	10 minutes	Personnel Admin. Asst. FO Personnel Administration Section
Total		None	3 days	
May be extended depending on the volume of transactions handled				

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the 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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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.	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Admin. Asst. Leave Administration Section
	2.2 Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3 Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the	none	3 hours and 30 minutes	

	necessary documents			
	2.4 Review and Sign/initial the ELARS and the Certificate	none	2 days	<i>Laurio</i> OIC, PAS <i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
	2.5 Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Admin. Asst. Leave Administration Section
	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	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the 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 ¹ .	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	none	3 hours and 30 minutes	

¹ Electronic Leave Administration Recording System

	the issuance and attach the necessary documents			
	2.4 Review and Sign/initial the ELARS and the CLC	none	3 days	<i>Laurio</i> OIC, PAS <i>Atty. Michael Joseph Lorico</i> ARDA and Concurrent OIC, HRMDD
	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				

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	Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer. Feedbacks requiring answer/clarifications are forwarded to appropriate office or personnel

	<p>for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response thru email or memorandum.</p>
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</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p>

5. Certification of Performance Rating

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

Office or Division:	Human Resource Management and Development Division			
Classification:	Human Resource Planning and Performance Management Section			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office – National Capital Region (FO-NCR) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Letter or email request for certification of performance rating		HRPPMS Receiving Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal request letter for performance rating or email request for performance rating to the incoming clerk.	1. Receive the formal request or acknowledge email request and forward to concerned HRPPMS PMS Focal for action.	N/A	10 minutes	Ma. Cherry Julie Alba MDO I, HRPPMS
2. Wait for advice from the HRPPMS PMS Focal	2.1 Review the submitted request and check if the ratings for the requested rating period is available in the PMS Database.	N/A	12 hours	Ma. Cherry Julie Alba MDO I, HRPPMS
	2.1.1 If rating is available, the HRPPMS PMS Focal shall prepare the Certification of performance Rating for approval 2.1.2 If the rating is not available, the HRPPMS PMS	N/A	7 hours	Ma. Cherry Julie Alba MDO I, HRPPMS Ms. Ria O. Mercado AO V, HRPPMS

	Focal shall prepare the certification of no rating for approval.			
3. Receive the documents and fill-up the customer feedback form	3. Once the certificates are signed, the document shall be forwarded to the outgoing staff for transmittal to the requesting D/S/U/C/RCFs/individual	NA	50 minutes	Ma. Cherry Julie Alba MDO I, HRPMS
4. Submit the filled-up customer feedback form to the HRPMS PMS Focal	4. Once the document has been received by the requesting D/S/U/C/RCFs/individual, the HRPMS PMS Focal staff shall file the receiving copy and record the transaction in the monitoring tool.	NA		Ma. Cherry Julie Alba MDO I, HRPMS
Total		None	2.5 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				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the CSM Form and put in the drop box located in front of the HRPMS receiving area -or- Call telephone number: 87348639 -or-

	Email: hrppms.foncr@dswd.gov.ph
How feedbacks are processed	<p>At the end of the month, feedbacks are consolidated by the designated officer.</p> <p>Those requiring clarifications are forwarded to the appropriate office for action</p> <p>Client shall be informed within 3 working days</p>
How to file a complaint	<p>Accomplish the CSM Form and put in the drop box located in front of the HRPPMS receiving area</p> <p>-or-</p> <p>Call telephone number: 87348639</p> <p>-or-</p> <p>Email: hrppms.foncr@dswd.gov.ph</p> <p>Include details as follow:</p> <ul style="list-style-type: none"> - Name and contact details - Transaction with HRPPMS - Name of person in the complaint - Reason for complaint - Evidence/s, if any
How complaints are processed	<p>At the end of the month, feedbacks are consolidated by the designated officer.</p> <p>Those requiring clarifications are forwarded to the appropriate office for action within 3 days</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee Client shall be informed within 3 working days</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p>

General Administrative Services Division

1. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1.1 Validate submitted FETS request of duly signed concerned officials and employees 1.2 Approve request in PREMIS 1.3 Accomplish the "encoded by" portion in the submitted FETS request 1.4 Generate and print 2 copies of PAR if acquisition cost of property is 50,000.00 and above, 2 copies of ICS if acquisition cost is lower than 50,000.00 for the	None	1 Hour	<i>AS-PSS staff AS-Property Officer AS-GASD Division Chief</i>

	<p>new accountable officer . Should the end user be COS, 2 copies of the undertaking shall be printed.</p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p>1.6 Record in the logbook details of transfer of properties as stated in the printed PAR/ICS</p> <p>1.7 Forward PAR/ICS to the concerned OBSUs for signature of the previous accountable person and the new accountable person</p>			
2. Return the duly accomplished PAR/ICS and or Undertaking and attach the barcode sticker to the visible and secure area of the property	2.1 Validate the returned document if accurately signed and forward to AS-PSS Property Officer for approval	None	15 Minutes	<i>PSS staff</i>
	2.2 Approve duly accomplished document	None	5 Minutes	<i>AS-PSS Property Officer</i>
	2.3 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person/COS	None	30 Minutes	<i>PSS Staff</i>
	2.4 Generate the			

	approval of document in PREMIS 2.5 Scan and upload the approved PAR/ICS and or Undertaking 2.6 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
Total		None	1 hour, 50 minutes	

2. Surrender / Turn-over of Property and Cancellation of Property Accountability

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

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;		
2. Actual Property for turnover		2. To be made available by the accountable person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1.1 Validate surrendered property vis-à-vis duly accomplished FETS 1.1 Fill up the "inspected and received by" portion in FETS 1.2 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.	None	15 Minutes	AS- PSS staff
2. Updates record of surrendered items in the	2.1. Validate submitted FETS request if duly	None	30 minutes	AS- PSS staff

Property and Supply Section/ or PREMIS	signed by the concerned officials and employees			
	2.2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request			
	2.3. Approve request in PREMIS			
	2.4. Generate and print PAR if acquisition cost of property is 50,000.00 and above, ICS if acquisition cost is lower than 50,000.00. Sign the “received by” portion of PAR/ICS.			
	2.5. Generate and print barcode sticker and attach to the surrendered property.			
	2.6. Approve PAR/ICS	None	5 Minutes	AS-PSS Property Officer
	2.7. Scan approved documents and upload to PREMIS	None	15 Minutes	AS-PSS staff
	2.8. Record in			

	logbook approved FETS along with accomplished PAR or ICS 2.9. File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL		None	1 hour, 5 minutes	

3. Issuance of Sticker Pass

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

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

Office or Division:	Administrative Service – Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP) or Personal Portable Equipment Sticker Pass (PPESP)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of OBSUs 1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminous / casual employee expiration date shall be every at	None	30 minutes	PSS staff

	<p>the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person</p> <p>1.2 Generate in PREMIS portable equipment sticker pass/PESP and forward to AS-Property Officer for signature</p> <p>1.3 Record PESP/PPESP details in the logbook</p>			
2. Claim PESP/PPESP and present the portable property	<p>2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP/PPESP</p> <p>2.1 Sign PESP/PPESP</p> <p>2.2 Attach PESP/PPESP in the most visible and secure area of the property</p> <p>2.1 Present</p>	None	30 Minutes	<p>AS-PSS staff</p> <p>AS-Property Officer</p>

	PESP /PPESP request submitted by the client for signature as received sticker 2.2 Update PREMIS and marked sticker pass as claimed			
TOTAL		None	1 hour	

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

Request of issuance of commonly use office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The actual issuance of supplies shall be processed by the Property and Supply Section upon approval of the RIS by the AS-GASD Division Chief.

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting OBSU		1. RIS template issued to respective Office, Bureaus, Services, Units (OBSUs) with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to Property and Supply Section with approved PPMP	1. Receive, review submitted RIS with attached PPMP, record in the logbook for the RIS received 1.1 Assign RIS number 1.2 Verify availability of requested supplies and materials 1.3 Update concerned OBSU staff on the availability or non-availability of supplies and materials 1.4 Request for the approval of	None	1 Hour	PSS Staff

	RIS by the AS-GASD Division Chief			
2. Accomplish Certificate of Non-Availability of Supplies	2. If supplies are non-available in the warehouse OBSU staff to fill out Certificate of Non-Availability to be noted by the Property Officer and approved by the GASD Division Chief		20 minutes	OBSU requesting staff AS-Property Officer AS-GASD Division Chief
3. Receipt of issued supplies and materials	3. Issue requested and available supplies to OBSU staff a. Updating of stock/bin card b. Update database	None	1 Hour	PSS staff
TOTAL		None	2 hours, 20 minutes	

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

Surrendered serviceable equipment may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

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

issuance of item or equipment	a. Transfer accountability through updating of database and issuance of PAR or ICS for reissuance of equipment/ semi-expendable supply b. Process the approval of PAR or ICS			
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	1 Hour	Requesting OBSU AS-PSS staff
TOTAL		None	3 hours	

6. 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-PSS facilitates this request upon submission of pertinent documents by the Accountable Officer.

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD employees and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of Incident Report addressed to the Barangay 3. One (1) original copy of duly notarized Affidavit of Loss 4. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 5. One (1) original copy of Police Report 6. One (1) original copy Comments of the Head Cluster 7. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. 8. One (1) original copy of Inspection Report of Damaged Property. 9. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		1. From AS- PSS through PREMIS 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. To be prepared by the client without any prescribed format 8. From AS- PSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to AS-	1.1 Record the request in the logbook and forward request to	None	5 Minutes	<i>PSS Staff Accountable Officer</i>

PSS re: loss of issued property	AS-GASD Chief Administrative Officer			
	1.2 Review the document and assign to concerned Technical Staff of PSS	None	5 Minutes	AS-GASD CAO
	1.3 Review and prepare Memorandum for signature of the Regional Director informing the Accountable Officer on the processes to be undertaken in the request for relief from property accountability and requirements to be submitted in accordance with the COA guidelines	None	2 Hours	AS-PSS Technical Staff
2. Submit request for relief from property accountability to COA with the following documentary requirements: a. RLSDDP b. Affidavit of Loss c. Affidavit of Two Disinterested Person d. Comment of the Cluster Head e. Police Blotter and Certification (if applicable)	2. Review the documents submitted: 2.1. If not complete - Prepare Memorandum requiring Accountable Officer to comply with documentary requirements 2.2. If complete – Prepare endorsement letter to Commission on Audit the Request for Relief as recommended by	None	2 Hours	AS-PSS Technical Staff

f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)	the Regional Director a. Forward the signed endorsement to COA copy furnished the Accountable Officer.			
3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision	3. Provide Technical Assistance as follows: 3.1. Request Granted – Endorse final decision of COA to FMS for dropping of the lost property in the Books of Accounts, and signature of the Regional Director copy furnished the Accountable Officer a. Update records/PREMIS 3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement in accordance with	None	2 Hours	<i>AS-PSS Technical Staff</i> <i>FMU staff</i>

	COA decision			
4. Submit replacement unit in accordance with COA Decision	<p>4. Request presence of COA representative during inspection of replacement unit</p> <p>4.1. Analyze the specification of offered replacement item.</p> <p>4.2. Accept replacement unit upon concurrence of COA representative</p> <p>4.3. Prepare necessary documentation/ update record in PREMIS</p> <p>4.4. Prepare Memorandum to FMS with COA's acceptance of offered replacement for lost property for reference and recording in the Books of Account.</p>	None	2 Hours	<i>AS-PSS Technical Staff</i>
5. Pay the value of property in accordance with the COA Decision	<p>5. Provide assistance to Accountable Officer as to the mode of payment</p> <p>5.1. Prepare Memorandum to FMS for the receipt of payment; or other settlement:</p> <p>5.2. Prepare Memorandum informing HRMDS/Personnel Transaction for salary deduction</p>	None	3 Hours	<i>AS-PSS Technical Staff</i>

	for the amount of property to be paid by Accountable Officer in accordance with COA Decision 5.3. Prepare necessary documentation/ update record in PREMIS			
3. Submit request for relief from property accountability to COA with the following documentary requirements: a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)	3. Review the documents submitted: 2.3. If not complete - Prepare Memorandum requiring Accountable Officer to comply with documentary requirements 2.4. If complete – Prepare endorsement letter to Commission on Audit the Request for Relief as recommended by the Regional Director a. Forward the signed endorsement to COA copy furnished the Accountable Officer.	None	2 Hours	AS-PSS Technical Staff
TOTAL		None	11 hours, 10 minutes	

7. Facilitation of Request for Relief from Property Accountability through Reimbursement / Replacement

When the lost, damaged and destroyed property issued to employees was due to other circumstance other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: b. DSWD employees and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA		1. From AS-PSS through PREMIS		
2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost signed by the Regional Director		2. To be prepared by the Client without any prescribed format		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Memorandum signed by the Regional Director/Head of OBSU with attached RLSDDP to COA	1.1 Record the request in the logbook .Forward request to AS-GASD CAO 1.2 Review the Request and RLSDDP	None	5 Minutes	AS-PSS Staff Accountable Officer
	1.2 Assign the request to concerned Technical Staff	None	5 Minutes	AS-GASD CAO
	1.1 Review the Request. a. If not	None	2 Hours	AS-PSS Technical Staff

	<p>complete - Return to Accountable Officer for Compliance</p> <p>b. If complete – Prepare Memorandum on the recommendation relative to request signed by the Regional Director</p> <p>c. Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/ Replacement of Lost Property.</p>			
<p>2. Submit compliance on the approved recommendation of settlement.</p>	<p>2. Reimbursement</p> <p>2.1 Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.</p> <p>2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment.</p> <p>2.3 Update PREMIS as to the settlement of property accountability made</p>			

	2. Replacement 2.1 Inspection of the offered replacement item. a. If not compliant – Return the item/s to Accountable Officer for compliance. b. If compliant – Update record in PREMIS 2.2 Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.			
TOTAL		None	3 hours, 10 minutes	

8. Provision of Technical Assistance of Property and Supply Management

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

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. DSWD C/RCFs 2. DSWD Designated Property and Supply Custodian 3. OBSUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Technical Assistance - One (1) original copy.		To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to the Regional Director / Attention the AS-GASD Division Chief		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Receive the request; record in the logbook for reference; inform the AS-Division Chief for the request	None	5 Minutes	AS-PSS staff OBSU
	1.1 Review the request. Check the availability of Technical Staff to conduct the TA and date of the activity	None	10 Minutes	AS-PSS staff
	1.2 Assign the request to concerned Technical Staff.			
	1.3 Technical Staff prepare reply for confirming the date of Technical	None	5 days	AS – PSS Technical Staff

	Assistance.			
	a. Prepared Special Order (If Field Office) for the period of Technical Assistance. b. Prepare the needed documents and information for the conduct of Technical Assistance			
	c. Conduct Technical Assistance on the scheduled date	None	3 days	ASS – PSS Technical Staff
2. Accomplish the Technical Assistance Evaluation Form	2.1 Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 minutes	AS – PSS Technical Staff
	2.2 Consolidate the Technical Assistance Evaluation Form.	None	5 Days from returned to Official Station	AS-PSS Technical Staff
	2.3 Prepare Feedback Report for approval of AS-GASD Division Chief			
	2.4 Provide copy of Feedback Report to the requestor of Technical Assistance			
TOTAL		None	14 days and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-Customer Feedback Form shall be provided to the client after the conduct of Technical Assistance on Property and Supply Management
How feedbacks are processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting O/SU and Field Office may submit an appeal for the request that has been denied or may send a complaint letter to the Administrative Service-Property and Supply Section (PSS) ,email: pams.foncr@dswd.gov.ph
How complaints are processed	<p>Upon receipt of complaint, the concerned section shall make necessary evaluation and investigation, provide feedback report to concerned officials for appropriate action.</p> <p>Provide feedback to client as well.</p> <p>For inquiries and follow-ups, client may contact AS-PSS through email: pams.foncr@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p>

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

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

Office or Division:	General Services Section-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G Government-to-Government			
Who may avail:	DSWD-NCR Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished manual request form (Request for Technical Assistance); or 2. Verbal Request		General Services Section-Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request using the manual request form. Ensure that the request is properly communicated to Human Resource Management and Development Division (HRMDD) and Administrative Division (AD), and has approval.	1.1. Review, check and coordinate with HRMDD and AD.	None	15 minutes	Louel A. Soliva Administrative Officer/Staff
	1.2. Receive the request and forward to assigned personnel for appropriate action.	None	10 minutes	Arvin dela Torre Supervisor D-Triumph Janitorial Services
	1.3. Verify the disinfection schedule and see if there is a pending request.	None	15 minutes	Louel A. Soliva Administrative Officer/Staff
	1.4. Notify if the requested date/time is approved/confirmed by the	None	10 minutes	

	affected office so they could vacate at once. Otherwise, inform the next available date/time of the disinfection schedule.			
2. Adjust the work schedule of their employees. - No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule	2.1. Perform all necessary preparations in accordance with the Department's safety and health protocol.	None	1 hour	<i>Louel A. Soliva</i> Administrative Officer / Staff <i>Mr. Mateum</i> ABC Security Agency
	2.2. Proceed to the area/office and implement the sanitation and disinfection procedure	None	3 hours	<i>Louel A. Soliva</i> Administrative Officer / Staff
	2.3. Coordinate with the requesting office after the activity.	None	5 minutes	
3. Fill-out the feedback form (Client Satisfaction Measurement Form) and submit to the assigned personnel.	3.1. Feedback form (Client Satisfaction Measurement Form) shall be attached to the manual request form (Request for Technical Assistance) and submit to assigned Admin staff for encoding and filing	None	5 minutes	<i>Lovely Valentino</i> Administrative Staff
Total		None	5 hours	

10. 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:	GASD – General Service Section			
Classification:	Simple			
Type of Transaction:	G2G Government-to-Government			
Who may avail:	DSWD-NCR Field Office and its Centers/Residential Care Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form General Services Section (GSS) Trip Tickets Daily Vehicle Maintenance Checklist (by the driver) Gasoline Request (by the driver) (one copy of each form to be submitted to the GSS; 1 request form from the end-user)		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled up Request Form (Use of Vehicle)	1.1 Review and stamp “Receive” in the receiving copy	None	1-2 minutes	<i>GSS Dispatcher (Ms. Nancy Santos/Mr. Victor Casuco)</i>
	1.2 Request Approval from the General Service Section (GSS) and Administrative Division Chief	None	2 minutes	<i>Administrative Aide IV (all Drivers) and/or Administrative Aide I/GSS Dispatcher (GSS) (Ms. Nancy Santos/Mr. Victor Casuco)</i>

	1.3 Conduct Inspection/BLOW BAGETS in vehicles (Brakes, Lights, Oil, Water, Battery, Air, Gas, Engine, Tire and Self)	None	5 minutes	<i>Kharl T Aman</i> <i>Administrative Aide IV/All Drivers</i>
	1.4 Preparation of Trip Tickets/Travel Order	None	1 minute per vehicle	<i>Administrative Aide I (GSS)/GSS Dispatcher Gregorio Gregorio/Nancy Santos, Victor Casuco</i>
	1.5 Request for Provision of Gasoline and processing	None	2 minutes	<i>Administrative Assistant III (GSS) Grace Japitan</i>
	1.6 Schedule of Trips/Travel based on the request	None	2 minutes	<i>GSS Dispatcher Nancy Santos, Victor Casuco</i>
2. Informed of the availability of Vehicle and Driver Assignment	2.1 Review the current schedule of availability of vehicle and assign to concerned driver 2.2 Advise driver of his trip 2.3 GSS Dispatcher prepares Trip ticket for trips within Metro Manila 2.4 GSS Dispatcher prepares Travel	None	1 day	<i>GSS Dispatcher (Nancy Santos/Victor Casuco)</i>

	Order and Trip ticket in case of out-of town trip 2.5 Provide details/information to driver of location and departure time			
3.Receive the Certification of unavailability of vehicle – in case of no available vehicle	3.1 The GSS dispatcher prepare certification of no available vehicle. 3.2 The GSS Head signs the certification 3.3 Issue the certification	None	30 minutes	<i>GSS Dispatcher (Nancy Santos/Victor Casuco)</i>
Total		None	One (1) day and 44 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	At the end of each trip, DSWD personnel/staff who used the vehicle are requested to accomplish the Client Satisfaction Measurement Form to be given by the General Service Section-Administrative Division Dispatcher and/or driver.
How feedbacks are processed	Accomplished client survey is consolidated in a quarterly basis. Feedbacks are basis for evaluation regarding the data gathered and specifically to identify plans and actions and/or corrective measures recommended for execution.
How to file a complaint	DSWD personnel may submit complaint letter addressed to Chief Administrative Officer-Administrative Division, DSWD-NCR Field Office.
How complaints are processed	Complaint letter if ever there is one affecting other concerned units /office, shall be forwarded for appropriate action. Reply letter shall be sent to the complainant.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) PCC: 8888

11. Procurement under Agency to Agency

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Price Quotation/ Proposal • Market Scanning/ Research, if applicable <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Agency to Agency:</p> <ul style="list-style-type: none"> • Procurement from another agency of the government (Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure project or consultancy service as required by the PE • The PE shall justify that entering into A-to-A with the Servicing Agency is more efficient and economical to the 	<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

government <ul style="list-style-type: none"> • The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity • Servicing Agency has the absorptive capacity to undertake the project • Servicing Agency owns or has access to the necessary tools and equipment required for the project • Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system • For procurement of infrastructure project, the Servicing Agency must have a track record of having completed, or supervised a project, by administration or by contract, similar to and with a cost at least fifty percent (50%) of the project at hand 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR to the Receiving Staff located at BAC Secretariat	<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 (PMT).</p> <p>BAC Secretariat checks the</p>	Not applicable	Three (3) calendar days	End Users (D/P/S/U/CRCFs) /BAC Sec/ PS-Officer/Buyer

	<p>inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement Section (PS) - Receiving Staff.</p> <p>PS -Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Section (PS) - Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (TOR).</p> <p>If found in order, the PS-Officer/Buyer affixes his/her initial and endorse the documents back to the PS-Receiving Staff. Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs)</p>			
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	<p>concerned, signed by the OIC of Procurement Section for further compliance.</p> <p>The OIC of Procurement Section approve the processing and signs the PR and forward the documents to the PS-Receiving Staff. The PS-Receiving Staff records, update the PMT and endorses to the PS- Officer/Buyer</p>			
2. Prepare the ORS and have the PO signed by the HoPE	<p>End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the issuance of MPU/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 – CMU receiving staff updates the PMT and hand it over to the PS-CMU Head for review,</p>	Not applicable	Three (3) working days	PS-CMU, End-user Unit

		<p>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 (counterpart) shall prepare the necessary MOU/PO/Contract and ORS and facilitate the processing.</p>			
		<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS-CMU/CRCF Procurement Focal (Counterpart) shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider/other agency.</p>	Not Applicable	Three (3) working days	PS-CMU, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	<p>Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions)</p>	Not Applicable	Three (3) working days	PS-CMU, End User, FMS

Preparation and Signing of Disbursement Vouchers	<p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the PS –CMU 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.</p> <p>For CRCF, their respective Procurement Focal/counterpart shall then prepare the voucher and facilitate the payment to the supplier/contractor (agency).</p>			
TOTAL				

12. Procurement Under Direct Contracting

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement

Office or Division:	Procurement Section/BAC/BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Pre-repair Inspection Report • Service Provider Diagnostic Report • Certificate of Exclusive/Sole Distributorship • Market Survey/Market Research, if applicable • Property Accountability Report (PAR), if applicable • Price Quotation <p>Conditions for Direct Contracting:</p> <ul style="list-style-type: none"> • Single source procurement that does not require elaborate Bidding Documents • End-user to conduct survey of the industry and determine the supply source. End-user should justify the necessity for the item that may be only procured through Direct Contracting and prove that there is no suitable substitute in the market • Items of proprietary nature from proprietary source, i.e patents, trade 		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

secret, and copyrights <ul style="list-style-type: none"> • Critical components from a specific supplier to hold a contractor to guarantee its project performance • Items sold by an exclusive manufacturer or dealer, subject to the following conditions: <ul style="list-style-type: none"> ➤ No other suppliers selling it at lower prices; and ➤ No suitable substitute can be obtained at more advantageous terms to the Government 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section(PS)-Receiving Staff encode the PR in the Procurement</p>	Not applicable	Three (3) calendar days	End-user Unit/s (D/P/S/U/CRCFs) , BAC-Secretariat, Procurement Section (PS) - Officer/Buyer

	<p>Monitoring Tools (Excel Spread Sheets) and endorses the PR to the PS - Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference.</p> <p>If found in order, the PS-Officer/Buyer affixes his/her signature in the PR and 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>Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</p>			
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	<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>Approved PR received</p> <p>The Buyer, thereafter endorses the documents to the PS- Receiving Staff for the approval and signing of PR/RFQ/RFP of the OIC- Procurement Section. Once approved and signed PS- Officer/Buyer shall facilitate the procurement process.</p> <p>PS - Officer/Buyer shall send request to the Direct Contractor, Manufacturer, Supplier identified by the End User Unit concerned in its market survey (if applicable), to</p>	Not applicable	Three (3) calendar days	PS-Officer/Buyer, Supplier

	<p>submit price quotations/ proposal including the terms and condition of sales, and certifications that proves exclusive dealership.</p> <p>The PS-Officer/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>			
	<p>Preparation of 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 to ensure that the supplier is technically, legally and financially capable of delivering the goods.</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<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 (HoPE).</p> <p>Upon receipt of the duly signed 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</p>			
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	updating of the Procurement Monitoring Tools and afterwards endorse to PS-CMU for the preparation of Purchase Order/Contract.			
Prepare the ORS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the 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 PS – CMU receiving staff updates the PMT and hand it over to the PS -CMU Head for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p>	Not Applicable	Three (3) working days	PS-CMU, End-user Unit

		However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.			
		Receipt of the funded PO/Contract Upon receipt of the duly funded PO/Contract, the PS-CMU shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider or contractor. PO/Contract of CRCF shall be endorse to its concerned procurement focal (counterpart) for the facilitation of the same.	Not Applicable	Three (3) working days	PS-CMU, Supplier
Submit Invoice, Statement of Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the PS-CMU/ Procurement Focal Staff (CRCF) must coordinate with PASMS (Property, Supply and Assets Management Section) or its	Not Applicable	Three (3) working days	PS-CMU, PASMS

	<p>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 PS – CMU, which will be the basis for the preparation of Disbursement Voucher (DV).</p>			
Preparation and of Signing Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment (<i>GAM Vo. II/Appendix 32 Instructions</i>)</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/Sales invoice/Billing/Statement of Account,</p>	Not Applicable	Three (3) working days	PS-CMU, End User, FMS

	<p>and other supporting documents, the PS-CMU 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 respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor.</p>			
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13. Procurement under Direct Retail Purchase of Petroleum Fuel, Oil and Lubricants (POL) Products and Airline Tickets

Procurement of Goods based on the requirement needed by the agency to be procured using Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets under Section 53.14 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies signed by the Division Chief of the End User Units (D/P/S/U/CRCFs) indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification Letter • Market Survey / Market Research • Price Quotation/ Proposal <p>Conditions for Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products and Airline Tickets</p> <p>The procurement of POL products and airline tickets can be contracted by the end-user to identified direct suppliers or service providers under the following conditions:</p> <ul style="list-style-type: none"> • For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants: <ol style="list-style-type: none"> a. Direct retail purchase of POL 		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<p>products estimated to be necessary for the operations of the Procuring Entity within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the annual procurement plan (APP) in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> <p>c. The requirement must be intended to be used for any official government vehicles and equipment for immediate consumption; and d) Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.</p> <p>• For airline tickets:</p> <p>a. Direct purchase of airline tickets required for official travels within the fiscal year, including provisions for foreseeable emergencies based on historical records, shall be reflected in the APP in its entirety including any amendment thereto which shall be reflected in the supplemental APP.</p> <p>b. Direct purchase must be made from any commercial airline at fairly reasonable rates, subject to flight availability at the time of booking, travel days, stopovers, routes, additional visa requirements and other reasonable considerations as determined by the end-user.</p> <p>c. Payment may be made through</p>	
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cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules. d. Procurement of airline tickets must be in accordance with existing rules and regulations governing official local and foreign travels of government personnel and Executive Order No. 77, s. 2019				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section (PS) - Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread</p>	Not applicable	Three (3) calendar days	End-user Unit/s (D/P/S/U/CRCFs), BAC-Secretariat, PS- Officer/Buyer

	<p>Sheets) and endorses the PR to the Procurement Section (PS) - Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (TOR).</p> <p>If found in order, the PS-Officer/Buyer affixes his/her initial and endorse the documents back to the PS-Receiving Office. Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</p> <p>The OIC of Procurement Section approve the processing and signs the PR and forward the documents to the PS-Receiving Staff. The PS-</p>			
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	Receiving Staff records, update the PMT and endorses to the Procurement Officer/Buyer.			
	Approved PR received The PS-Officer/Buyer shall facilitate the review of the submitted documents from the target agency. He/She will thereafter, endorse 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 and/or service provider.	Not applicable	One (1) calendar day	PS- Officer/Buyer
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) Upon receipt of the documents, the BAC Sec Staff reviews and verifies the veracity and completeness of	Not applicable	Ten (10) calendar days	BAC Secretariat, PS-CMU

	<p>the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Staff then prepares the BAC Resolution with the following recommendation.</p> <ul style="list-style-type: none"> • The end user delegated to directly purchase POL products and airline tickets in accordance with Part IV (J) of this Guidelines shall determine the supplier or service provider capable of delivering the required the required POL products and airline tickets at retail pump price or at the most reasonable retail price, as the case may be. 			
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	<ul style="list-style-type: none"> • Taking into account the usual trade and business practices being observed in the industry and the requirements and other reasonable considerations identified by the end user, direct retail purchase of the required POL products or airline tickets shall be carried out in accordance with pertinent accounting principles and practices as well as of sound management and fiscal administration provided that they do not contravene existing laws and regulations applicable to financial transaction. 			
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	<p>The notice of Award (NOA) is also prepared, The BAC Resolution and the NOA shall be Endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BAC Secretariat Staff shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to Procurement Section – Contract Monitoring Unit (PS-CMU) for preparation of</p>			
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		Memorandum of Understanding/Agreement (MOU/A).			
Prepare the ORS and have the PO signed by the HoPE		End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS) The End user unit/s (D/P/S/U/CRCFs) facilitate the issuance Memorandum of Understanding/Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (OBRS)	Not Applicable	Three (3) working days	End-user Unit
		Receipt of the funded Memorandum of Understanding/Agreement (MOU/A) Upon receipt of the duly funded MOU/A, the End User Unit/s (D/P/S/U/CRCFs) shall facilitate the signing of MOU/A notifies and serves immediately to the supplier and/or service provider.	Not Applicable	Three (3) working days	End-user Unit
Submit Invoice, Statement of Accounts	Sales Billing or of	Contract Implementation End User Unit/s (D/P/S/U/CRCFs)	Not Applicable	As indicated in the approved TOR	End-user Unit

	shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (D/P/S/U/CRCFs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
Preparation and of Signing Disbursement Vouchers	Preparation of Disbursement Voucher (DV) for Payment (<i>GAM Vo. II/Appendix 32 Instructions</i>) Upon receipt of the Billing/Statement of Account, and other supporting documents, the end-user unit shall prepare. It shall then endorse to Head (D/P/S/U/CRCFs), concerned for signature and for processing and facilitation of payment to the supplier/service provider.	Not Applicable	Three (3) working days	End-user Unit, FMS

14. Procurement under Emergency Cases

Procurement of Goods/ Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference (TOR) • Justification Letter • Market Survey/Market Research <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Project • Consulting Services <p>Conditions for Emergency Cases:</p> <ul style="list-style-type: none"> • In case of imminent danger to life or property during a state of calamity • When time is of the essence arising from natural or man-made calamities • Other causes where immediate action is necessary: <ul style="list-style-type: none"> ➤ To prevent damage to or loss of life or property ➤ To restore vital public services, infrastructure facilities and other 		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<p>public utilities</p> <ul style="list-style-type: none"> • In all instances, the HoPE shall confirm in writing the existence and veracity of the ground/s relied upon before approving the contract • Considering that the underlying reason of this modality relates to “time element”, the PE should consider the appropriate timing or the proximity of time between the actual procurement activity to be conducted and the emergency sought to be addressed • When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered • When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 (PMT).</p> <p>BAC Secretariat checks the</p>	Not applicable	Three (3) Calendar days	End-user Unit/s (D/P/S/U/CRCFs), BAC-Secretariat, Procurement Section (PS) - Officer/Buyer

	<p>inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section (PS) - Receiving Staff updates the PR in the Procurement Monitoring Tools (Excel Spread Sheets), records and endorses the PR to the PS - Officer/Buyer (since FO NCR has only identified buyer) 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>If found in order, the PS-Officer/Buyer shall affix his/her signature in the PR and 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</p>			
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	documents. Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.			
	<p>Approved PR received</p> <p>If found in order, the PS-Officer/Buyer shall affix his/her signature in the PR and 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>Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</p> <p>He/She then</p>	Not applicable	Three (3) calendar days	PS- Officer/Buyer, Supplier, BAC Secretariat, TWG

	<p>endorses the PR/RFQ/RFP and other relevant supporting documents to the PS- Receiving Staff for the approval and signing of PR/RFQ/RFP of the OIC- Procurement Section. Once approved and signed, the PS- Receiving Staff updates the PMT, and endorse to the PS- Officer/Buyer to facilitate the procurement process.</p> <p>The PS- Officer/Buyer then sent request to prospective suppliers, service providers, contractors and consultant, to submit price quotation/ proposal that is responsive to the minimum technical specifications set by the end-user unit/s (D/P/S/U/CRCFs).</p> <p>The PS- Officer/Buyer, thereafter, endorses to the BAC through its Secretariat, a</p>			
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	<p>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 recommend to the BAC their findings.</p>			
	<p>Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, the</p>	Not applicable	Ten (10) calendar days	PS-Officer/Buyer, BAC Secretariat, End-user Unit

	<p>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 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</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 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 PS – CMU for the preparation of Purchase Order/Contract.</p>			
Prepare the ORS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete</p>	Not Applicable	Three (3) working days	PS-CMU, End-user Unit

	<p>documents, e.g., CTC, BAC Resolution, PR, and other relevant document from the BAC Secretariat, the Procurement Section – CMU receiving staff updates the PMT and hand it over to the CMU Head 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 (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing</p>			
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS – CMU shall facilitate the signing of the PO/Contract, notifies and serves immediately to the</p>	Not Applicable	Three (3) working days	PS-CMU, Supplier

		<p>service provider/contractor .</p> <p>In the same manner, in case of infrastructure projects and consulting services a corresponding Notice to Processed (NTP) shall also prepared and issued to the awarded contractor/consultant.</p> <p>PO/Contract of CRCF shall be endorsed to its concerned procurement focal (counterpart) for the facilitation of the same.</p>			
Submit Invoice, Statement of Accounts	Sales Billing or of	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the PS – CMU/Procurement Focal Staff (CRCF) must coordinate with PASMS (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</p>	Not Applicable	Three (3) working days	PS-CMU, PASMS

	<p>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 – CMU, which will be the basis for the preparation of Disbursement Voucher (DV) for processing of payment.</p>			
Preparation and of Signing Disbursement Vouchers	<p>Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions)</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/ Statement of Account, and other supporting documents, the PS-CMU shall update the Procurement</p>	Not Applicable	Three (3) working days	PS-CMU, End Users, PASMS

	<p>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>			
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15. Procurement under Highly Technical Consultant

Procurement of Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement – Highly Technical Consultant under Section 53.7 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)			
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Approved Terms of Reference • Justification • Curriculum Vitae <p>Applicability:</p> <ul style="list-style-type: none"> • Consultancy Services <p>Conditions for Highly Technical Consultant:</p> <ul style="list-style-type: none"> • Work involves: <ul style="list-style-type: none"> ➢ Highly technical or proprietary ➢ Primarily confidential or policy determining, where trust and confidence are the primary consideration • Term is, at most, 1 year, renewable at the option of the appointing HOPE, but in no case to exceed the term of the latter 		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	The BAC Secretariat (BAC Sec) received, records the approved	Not applicable	Three (3) Calendar days	End Users (D/P/S/U/CRCFs) /BAC Sec/Procurement Section –

	<p>Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools (PMT).</p> <p>BAC Secretariat checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement Section (PS)-Receiving Staff.</p> <p>PS-Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Section (PS) - Procurement Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (TOR).</p>			Officer/Buyer
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	<p>If found in order, the PS-Officer/Buyer affixes his/her initial endorse back to the PS-Receiving Staff. Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</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/counterpart.</p> <p>The OIC-Procurement Section shall approve the processing and signs the PR, and forward to the PS-Receiving Staff. The PS- Receiving Staff updates the PMT, records and endorses to the PS- Officer/Buyer.</p>			
	Approved PR received	Not applic	One (1) Calendar day	Procurement Section (PS) -

	<p>The PS-Officer/Buyer shall facilitate the review of the submitted documents from the aspiring Consultants.</p> <p>He/She will thereafter, endorse to the BAC through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Highly Technical Consultant as the mode of procurement and award of contract to the identified supplier.</p>	able		Officer/Buyer
	<p>Preparation of 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 benefits, analysis, price quotations/proposals - to ensure that</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, End-user Unit, TWG

	<p>the servicing agency, supplier, service provider, contractor and consultants is technically, legally and financially capable to deliver the goods and in accordance with the provision of RA 9184 and its 2016 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</p>			
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	<p>contract.</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of Highly Technical Consultant modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec. 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</p>			
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	documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Monitoring Unit (PS-CMU) for the preparation of Purchase Order/Contract.			
Prepare the ORS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the 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 PS – CMU receiving staff updates the PMT and hand it over to the PS -CMU Head for review, preparation of executive summary, and endorse to the End-User concerned the</p>	Not applicable	Three (3) working day	PS-CMU, End-user Unit

	<p>entire documents for the preparation and signing of Obligation Request and Status (ORS).</p> <p>However, for purchase request coming from Centers and Residential Care Facilities (CRCF), the concerned CRCF procurement focal (counterpart) shall prepare the necessary PO/Contract and OBRS and facilitate the processing.</p>			
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS-CMU shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider or contractor.</p> <p>PO/Contract of CRCF shall be endorse to its concerned procurement focal/CMU counterpart for the facilitation of the same.</p>	Not Applicable	Three (3) working days	PS-CMU, Supplier
Submit Sales	Preparation of	Not	Three (3)	PS-CMU, End

Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions) Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the PS –CMU shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of disbursement voucher (DV), processing and facilitation of payment to the supplier by the End User. For CRCF, their respective Procurement Focal (counterpart) shall then prepare the voucher and facilitate the payment to the supplier/contractor.	Applicable	working days	User, FMS
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16. Procurement under Lease of Real Property and Venue

Service Information: of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD FO NCR (CRCFs/Divisions/ Services/ Programs/Sections/Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Project Proposal • Evaluation Criteria/Rating Factor • Justification on the proposed venue/location • Certification that DSWD facilities are not available <p>Applicability:</p> <ul style="list-style-type: none"> • Procurement covering lease of real property and venue of official use. • It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. • It is preferred that government agencies lease publicly-owned real property or venue from other government agencies. • In the event that the PE would resort to privately-owned real property or venue, the End-User unit shall justify that the same is more efficient and economical to the government. <p>Conditions for Lease of Real Property and Venue:</p> <ul style="list-style-type: none"> • The End-User shall prepare a Cost- 	<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<p>Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical</p> <ul style="list-style-type: none"> ➤ The ABC shall be set using the mid point of the range obtained from the results of the market analysis on the prevailing lease rates. ➤ Rental rates should also be within the prevailing market rates • Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184. ➤ The Procurement Section shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue. ➤ Receipt of <u>at least one (1) quotation is sufficient</u> to proceed with the evaluation. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 PPMP/APP and</p>	Not applicable	Three (3) calendar days	End Users (D/P/S/U/CRCFs)/BAC Sec/Procurement Section – Officer/Buyer

	<p>endorse to the Procurement receiving staff.</p> <p>Procurement Section's (PS)-Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Section (PS)-Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal.</p> <p>If found in order:</p> <p>For PR receipt from FO offices</p> <p>- The PS-Officer/Buyer shall then affix his/her signature in the PR, 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</p>			
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	<p>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>Otherwise the PS - Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</p>			
	<p>Approved PR received</p> <p>The PS-Officer/Buyer, thereafter endorses the documents to the Procurement Section- Receiving Staff for the approval and signing of PR/RFQ/RFP of the OIC-Procurement Section and the updating of the PMT. Once approved and signed, the PS-Receiving Staff updates the PMT and endorse to the PS-Officer/Buyer</p>	Not applicable	One (1) calendar day	PS-Officer/Buyer, BAC Secretariat/ TWG

	<p>to facilitate the procurement process.</p> <p>The PS-Officer/Buyer shall 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 (D/P/S/U/CRCFs).</p> <p>The PS-Officer/Buyer, thereafter, endorses to the BAC through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially capable service provider/contractor .</p> <p>Upon receipt of the price quotations/proposal, BAC Sec Staff shall then proceed the creation of Technical Working Group (TWG) from</p>			
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	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.			
	Preparation of BAC Resolution and Issuance of Notice of Award (NOA) 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 service provider with Lowest Calculated and Responsive Quotation. The Abstract of Quotation. The Abstract of Quotations and NOA shall be endorsed to the Head of the BAC Secretariat for final review and	Not applicable	Ten (10) calendar days	PS-CMU, BAC Secretariat, End-user Unit

	<p>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 service provider. The BAC Sec-in-Charge Staff then shall endorse the approved Abstract of Quotations with complete supporting documents to the BAC Sec receiving officer for the updating of PMT and afterwards endorse to PS-CMU for the preparation of Purchase Order/Contract.</p>			
Prepare the ORS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (D/P/S/U/CRCFs). Concerned for preparation Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the issuance of PO/Contract.</p>	Not Applicable	Three (3) working days	PS-CMU/End Users

	<p>Upon receipt of the complete documents, e.g., AOC, PR, and other relevant document from the BAC Secretariat, the PS-CMU receiving staff updates the PMT and hand it over to the PS-CMU Head 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 officer/focal (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS – CMU shall facilitate the signing of the</p>	Not Applicable	Three (3) working days	PS-CMU/CRCF-Procurement Focal/Supplier

		<p>PO/Contract, notifies and serves immediately to the service provider.</p> <p>PO/Contract of CRCF shall be endorse to its concerned procurement officer/focal for the facilitation of the same.</p>			
Submit Invoice, Statement of Accounts	Sales Billing or of	<p>Contract Implementation</p> <p>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 Voucher for processing of payment</p>	Not Applicable	Three (3) working days	PS-CMU, PASMS
Preparation and Signing of Disbursement Vouchers		<p>Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions)</p> <p>Upon receipt of the Inspection Report, Sales Invoice/Billing/ Statement of Account, and other supporting documents, the PS-CMU shall update</p>	Not Applicable	Three (3) working days	PS-CMU, End Users, FMS

	<p>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 service provider.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant</p>			
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17. Procurement under Repeat Order

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Repeat Order under Section 51 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)	
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Justification • Market Survey/Market Research • Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed • Inspection and Acceptance Certificate • Price Quotation <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Repeat Order:</p> <ul style="list-style-type: none"> • Same or lower unit prices than those in the original contract, provided that such prices are still the most advantageous to the GOP after price verification • No splitting of contracts, requisition and Purchase Orders 		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<ul style="list-style-type: none"> • Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period • Not to exceed 25% of the quantity of each item in the original contract • Original contract awarded through competitive bidding • The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section (PS) - Receiving Staff</p>	Not applicable	Three (3) calendar days	End-user Unit/s (D/P/S/U/CRCFs), BAC Sec/, Procurement Section (PS) – Buyer/Canvasser

	<p>encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets), record and endorses the PR to the Procurement Officer/Buyer (since FO NCR has only identified buyer) 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>If found in order, the Procurement Section (PS)-Procurement Officer/Buyer shall affix her/his initial in the PR and endorse the documents to the Procurement Receiving Staff to update the PMT. Otherwise the Procurement Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further</p>			
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	<p>compliance</p> <p>The OIC of Procurement section shall also affix his/her signature in the PR and forwards to the PS-Receiving Staff.</p>			
	<p>Approved PR received</p> <p>The Procurement Receiving Staff, updates the PMT and endorses to the Procurement Section (PS)-Officer/Buyer.</p> <p>The Procurement Section (PS)-Officer/Buyer shall facilitate the review of the submitted documents and endorse 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.</p>	Not applicable	Three (3) calendar days	Procurement Section (PS)-Officer/Buyer
	<p>Preparation of BAC Resolution and Issuance of Notice of Award</p>	Not applicable	Ten (10) calendar days	BAC Secretariat

	<p>(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, 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</p>			
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	<p>and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec 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 Monitoring unit (PS-CMU) for the preparation of PO/Contract.</p>			
Prepare the ORS and have the PO signed by the HoPE	Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation	Not Applicable	Three (3) working days	PS-CMU, End-user Unit

	<p>Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the 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 PS-CMU receiving staff updates the PMT and hand it over to the PS-CMU Head 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>			
	Receipt of the funded PO/Contract	Not Applicable	Three (3) working days	PS-CMU, Supplier

		Upon receipt of the duly funded PO/Contract, the PS – CMU shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.			
Submit Invoice, Statement Statement Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the PS – CMU/Procurement Focal Staff (CRCF) must coordinate with PASMS (Property, Assets Supply and 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. The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods	Not Applicable	Three (3) working days	PS-CMU, PASMS

	according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to PS – CMU, which will be the basis for the preparation of Disbursement Voucher (DV).			
Preparation and of Signing Disbursement Vouchers	<p>Facilitation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions)</p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/State ment of Account, and other supporting documents, the PS -CMU 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 respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor.</p>	Not Applicable	Three (3) working days	PS-CMU, End User, FMS

18. Procurement under Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services under Section 53.6 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat		
Classification:	Highly Technical		
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)		
Who may avail:	DSWD FO NCR (CRCFs/Divisions/ Services/ Programs/Sections/Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none">• Approved Project Proposal• Approved Terms of Reference• Justification• Price Quotation/ Proposal• Market Scanning/ Research <p>Applicability:</p> <ul style="list-style-type: none">• Work of art; commissioned work or services of an artist for specific artistic skills (e.g., singer, performer, poet, writer, painter, sculptor, etc.)• Scientific, academic, scholarly work or research, or legal services• Highly-specialized life-saving medical equipment, as certified by the Department of Health• Scientific, technical, economic, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;• Scientific. technical. economic.		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>	

<p>business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references;</p> <ul style="list-style-type: none"> • The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor. <p>Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services:</p> <ul style="list-style-type: none"> • The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor • The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms • The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	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 (PMT).	Not applicable	Three (3) calendar days	End Users (D/P/S/U/CRCFs) /BAC Sec/Procurement Section – Officer/Buyer

	<p>BAC Secretariat checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement Section (PS)-receiving staff.</p> <p>Procurement Section (PS) - Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Section (PS) - Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (TOR).</p> <p>If found in order, the PS-Officer/Buyer affixes his/her initial endorse back to the PS-Receiving Staff. Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the</p>			
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	<p>End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</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/counterpart.</p> <p>The OIC-Procurement Section shall approve the processing and signs the PR, and forward to the PS-Receiving Staff. The PS-Receiving Staff updates the PMT, records and endorses to the PS- Officer/Buyer.</p>			
	<p>Approved PR received</p> <p>The PS-Officer/Buyer shall facilitate the review of the submitted documents from the aspiring service provider that renders a scientific, scholarly, or artistic work, exclusive</p>	Not applicable	One (1) Calendar day	Procurement Section (PS) - Officer/Buyer

	<p>technology and media services.</p> <p>He/She will thereafter, endorse to the BAC through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Negotiated Procurement: Scientific, Scholarly, Or Artistic Work, Exclusive Technology and Media Services as the mode of procurement and award of contract to the identified service provider.</p>			
	<p>Preparation of 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 benefits, analysis, price quotations/proposals - to ensure that the servicing agency, supplier,</p>	Not applicable	Ten (10) Calendar days	BAC Secretariat, TWG, End-user Unit

	<p>service provider, contractor and consultants 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>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 (D/P/S/U/CRCFs), and recommend to the BAC their findings and recommendation.</p> <p>Prior to its award, the End User Unit/s (D/P/S/U/CRCFs) to conduct negotiation meeting with the servicing agency, supplier, contractor and consultant to</p>			
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	<p>discuss the terms and conditions of the contract.</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of Negotiated Procurement: Scientific, Scholarly, Or Artistic Work, Exclusive Technology and Media Services modality and award of contract to consultant. The Notice of Award (NOA) is also prepared. 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>Upon receipt of the duly signed NOA, the BAC Sec. Staff serve it at once to</p>			
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	<p>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 Monitoring Unit (PS-CMU) for the preparation of Purchase Order/Contract.</p>			
<p>Prepare the ORS and have the PO signed by the HoPE</p>	<p>Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (OBRs)</p> <p>PS-CMU prepares and facilitate the 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 PS – CMU receiving staff updates the PMT</p>	<p>Not applicable</p>	<p>Three (3) working day</p>	<p>PS-CMU, End-user Unit</p>

	<p>and hand it over to the CMU - Head for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of Obligation Request and Status (ORS).</p> <p>However, for purchase request coming from Centers and Residential Care Facilities (CRCF), the concerned CRCF procurement focal (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
	<p>Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS-CMU shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider or contractor.</p> <p>PO/Contract of CRCF shall be</p>	Not Applicable	Three (3) working days	PS-CMU, Supplier

		endorse to its concerned procurement focal (counterpart) for the facilitation of the same.			
Submit Invoice, Statement of Accounts	Sales Billing or of	Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions) Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the PS-CMU shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of disbursement voucher (DV), processing and facilitation of payment to the supplier by the End User. For CRCF, their respective Procurement Focal (Counterpart) shall then prepare the voucher and facilitate the payment to the supplier/contractor.	Not Applicable	Three (3) working days	PS-CMU, End User, FMS
Preparation and Signing of Disbursement Vouchers					

19. Procurement under Shopping under Section 52.1 (B)

Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD FO NCR (CRCFs/Divisions/ Services/ Programs/Sections/Units)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (GSS/ICTMS/SMO) <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects <p>Shopping:</p> <p>It is a method where the procuring entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.</p> <ul style="list-style-type: none"> • The phrase “ordinary or regular office supplies” are those supplies, commodities, or materials which are <u>necessary in the transaction of official business, and consumed in the day-to-day operations</u>. This will not include services such as repair and maintenance of equipment and 	<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<p>furniture, as well as trucking, hauling and related or analogous services.</p> <p>Conditions for Shopping under Section 52.1 (a):</p> <ul style="list-style-type: none">• There is an unforeseen contingency requiring immediate purchase• Amount does not exceed the threshold• The RFQ may be sent directly to the supplier of known technical, legal and financial qualifications. Sending of <u>one (1) RFQ</u> will suffice.• Posting of the RFQ may be dispensed with <p>Conditions for Shopping under Section 52.1 (b):</p> <ul style="list-style-type: none">• Procurement of ordinary or regular office supplies and equipment <u>not available in PS-DBM</u>• The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and <u>at least three (3) price quotations must be obtained.</u>• The deadline for submission <u>may be extended thrice</u>, if none or less than the required number of quotations are received.• In case no supplier responded after the third extension, the BAC shall conduct a mandatory review in accordance with Section IV (K) of Annex H.• Threshold for unforeseen contingencies [Sec. 52.1(a) PhP 200,00.00• Threshold for unforeseen contingencies [Sec. 52.1(b) PhP 1,000,000.00				
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CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section (PS)- PR Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project</p>	Not applicable	Three (3) calendar days	End Users (D/P/S/U/CRCFs) /BAC Sec/Procurement Section – Officer Buyer

	<p>proposal/approved Terms of Reference (if applicable). If found in order:</p> <p>For PR receipt from FO offices</p> <p>The PS - Officer/Buyer shall then affix his/her signature in the PR, 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>Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further</p>			
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	compliance.			
	<p>Approved PR received</p> <p>The PS-Officer/Buyer then endorses the relevant supporting documents to the PS- Receiving Staff for the updating of PMT and endorse to the OIC of Procurement Section for the approval and signing of the PR/RFQ.</p> <p>The PS-Officer/Buyer then endorses the relevant documents to the PS- Receiving Staff for the approval and signing of PR/RFQ by the OIC of Procurement Section. Once signed, the PS- Receiving Staff updates the PMT and endorse to the PS-Officer/Buyer to facilitate the procurement process.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PS-</p>	Not applicable	One (1) calendar day	PS-Officer/Buyer, BAC Secretariat/ TWG

	<p>Officer/Buyer thereafter, endorses to the BAC, through its Secretariat 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 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>Posting at PhilGEPS and DSWD Website</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 PS-</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>Officer/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.			
	Preparation of Abstract of Quotation 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 signature of the members of the BAC, and eventually	Not applicable	Seven (7) calendar days	BAC Secretariat, End-user Unit

	<p>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 PS – CMU for the preparation of Purchase Order.</p>			
Prepare the ORS and have the PO signed by the HoPE	<p>Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., certified true copies of the AOC/AOQ, PR, and other relevant document from the BAC Secretariat, the PS-CMU receiving staff updates the PMT</p>	Not Applicable	Three (3) working days	PS-CMU, End-user Unit

	<p>and hand it over to the PS-CMU Head 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>			
	<p>Receipt of the funded PO</p> <p>Upon receipt of the duly funded PO/Contract, the PS – CMU shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.</p> <p>PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation</p>	Not Applicable	Three (3) working days	PS-CMU, Supplier

		of the same.			
Submit Invoice, Statement of Accounts	Sales Billing or of	Supply and Delivery of Goods For the delivery of goods, the PS – CMU/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. 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 PS – CMU, which will be the basis for the preparation of Disbursement Voucher (DV).	Not Applicable	Three (3) working days	PS-CMU, PASMS

20. Procurement under Small Value Procurement

Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD FO NCR (CRCFs/Divisions/ Services/ Programs/Sections/Units)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) copies approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • TA Report (GSS/ICTMS/SMO) <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Conditions for Small Value Procurement:</p> <p>Procurement of goods not covered by Shopping under Sec. 52, infrastructure projects and consulting services not exceeding the threshold.</p> <p>The Procurement Section (PS)- Officer/Buyer shall prepare and send the RFQs/RFPs to <u>at least three (3) suppliers, contractors or consultants</u> of known qualifications</p> <ul style="list-style-type: none"> • <u>Receipt of at least one (1)</u> 	<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<p><u>quotation/proposal is sufficient</u> to proceed with the evaluation thereof</p> <ul style="list-style-type: none"> • Threshold for SVP is not exceeding PhP 1,000,000.00 • Posting of RFQs/RFPs in the PhilGEPS website, PE's website, if available, and at any conspicuous place is required if the ABC of the procurement project is <u>more than PhP50,000.00</u>. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 (PMT).</p> <p>BAC Sec checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section (PS)-Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread</p>	Not applicable	Three (3) calendar days	End-user Unit/s (D/P/S/U/CRCFs), PS - Officer/Buyer

	<p>Sheets) and endorses the PR to the Procurement Section (PS)-Officer/Buyer since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference. If found in order:</p> <p>For PR receipt from FO offices</p> <p>The PS-Officer/Buyer shall then affix his/her signature in the PR, 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</p>			
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	Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.			
	<p>Approved PR Received</p> <p>The PS-Officer/Buyer then endorses the relevant supporting documents to the PS- Receiving Staff for the updating of PMT and endorse to the OIC of Procurement Section for the approval and signing of the PR/RFQ.</p> <p>Once approved and signed, the PS- Receiving Staff thereafter endorses to the BAC, through its Secretariat a transmittal memorandum requesting for the BAC to proceed with the posting at PhilGEPS, DSWD Website and conspicuous</p>	Not applicable	One (1) calendar day	PS-Officer/Buyer, BAC Secretariat/ TWG

	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>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 PS-Officer/Buyer to secure quotation within three (3) to seven (7) calendar days or on the scheduled date of the deadline for the submission</p>	Not applicable	Three (3) calendar days	BAC Secretariat, End-user Unit/TWG

	<p>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 evaluate the submitted documents, and determine their compliance to the minimum technical</p>			
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	specifications set by the End User Unit/s, and recommend to the BAC their findings.			
	<p>Preparation of Abstract of Canvass (AOC/AOQ)/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. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and NOA shall the be</p>	Not Applicable	Seven (7) calendar days	BAC Secretariat, Consultant, End-user Unit

	<p>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 Monitoring Unit (PS-CMU) for the preparation of Purchase Order.</p>			
Prepare the ORS and have the PO signed by the HoPE	Endorsement to End User Unit (D/P/S/U/CRCFs) concerned for preparation of Obligation	Not Applicable	Three (3) working days	PS-CMU/End User

	<p>Request Status (ORS)</p> <p>PS-CMU 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 PS – CMU receiving staff updates the PMT and hand it over to the PS-CMU - Unit Head 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>			
	<p>Receipt of the Funded PO/Contract</p>	Not Applicable	Three (3) working days	PS-CMU/CRCF-Procurement Focal/Service

	<p>Upon receipt of the duly funded PO/Contract, the PS – CMU 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>			Provider
	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, the PS–CMU/Procurement Focal Staff (CRCF) must coordinate with PASMS (Property, Assets and Supply 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>	Not Applicable	Three (3) working days	PS-CMU/PASMS/ Inspection Committee

		The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to PS – CMU, which will be the basis for the preparation of Disbursement Voucher (DV).			
Submit Invoice, Statement of Accounts	Sales Billing or of	Contract Implementation - End User unit/s shall monitor the implementation of the project. The issuance of certificate of services rendered shall be issued by the end user unit in accordance with the approved TOR in reference with the schedule of payment which shall be basis for the preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers		Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32	Not Applicable	Three (3) working days	PS-CMU, End User Units, FMS

	<p><i>Instructions)</i></p> <p>Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting documents, the PS-CMU 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>			
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21. Procurement under Two (2) Failed Biddings

Procurement of Goods or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.1 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

Office or Division:	Procurement Section/BAC/BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G) / Government to Business (G2B)
Who may avail:	DSWD FO NCR (Divisions/ Services/ Programs/Sections/Units/ CRCFs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>All Purchase Request (PR) with DRN number must be submitted in three (3) approved by the Regional Director indicating complete technical specifications of the goods and services requested with a certified true copy of approved PPMP and other supporting documents per request as follows:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal <p>Applicability:</p> <ul style="list-style-type: none"> • Goods • Infrastructure Projects • Consulting Services <p>Documentary Requirements:</p> <ul style="list-style-type: none"> • Approved Terms of Reference • Approved Terms of Reference • Approved Project Proposal • BAC Resolution Declaring 2nd Failure of Bidding <p>Conditions:</p> <ul style="list-style-type: none"> • Failed competitive bidding for the second time under Sec. 35; and • Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed 	<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

bidding <ul style="list-style-type: none"> End-User Unit/s (D/P/S/U/CRCFs) to conduct mandatory review of the terms, conditions, specifications, and cost estimates, as prescribed in Section 35 of the IRR, the BAC, based on its findings, as assisted by its Secretariat, TWG and End-User Unit/s (D/P/S/U/CRCFs) may revise and agree on the technical specifications or terms of reference, and if necessary, adjust the ABC, subject to the required approvals. However, the ABC cannot be increased by more than twenty percent (20%) of the ABC for the last failed bidding. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the PR to the Receiving Staff located at BAC Secretariat	<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 PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement</p>	Not applicable	Three (3) calendar days	End-user Unit/s (D/P/S/U/CRCFs), PMS-BAC-Secretariat, Procurement Section (PS) - Officer/Buyer

	<p>Section's Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Section (PS) - Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of Reference (TOR).</p> <p>If found in order, the PS-Officer/Buyer affixes his/her initial and endorse the documents back to the Procurement Section (PS) - Receiving Office. Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</p> <p>The OIC of</p>			
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	Procurement Section approves the processing and signs the PR and forward the documents to the PS-Receiving Staff. The PS-Receiving Staff records, update the PMT and endorses to the PS-Officer/Buyer			
	Approved PR received The PS-Receiving Staff records, update the PMT and endorses to the PS-Officer/Buyer and shall then prepares 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 PR/RFQ/RFP and other relevant supporting documents to the PS-Receiving Staff for the approval and signing of PR/RFQ/RFP by the OIC-Procurement Section. Once signed, the PS-	Not applicable	One (1) calendar day	PS-Officer/Buyer

	<p>Receiving Staff updates the PMT, and endorse to the PS-Officer/Buyer to facilitate the procurement process.</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/counterpart.</p> <p>After the PR was reviewed and determined that the documents submitted are complete, the PS-Officer/Buyer, thereafter, endorses to the BAC, through its Secretariat, a transmittal memorandum requesting for BAC to proceed with the posting at the Philgeps, DSWD Website and conspicuous places within the premises of the DSWD-FO NCR.</p>			
	<p>Posting at PhilGEPS and DSWD Website, Conduct of</p>	<p>Not applicable</p>	<p>Three (3) calendar days</p>	<p>BAC Secretariat, End-user Unit/TWG</p>

	<p>Negotiation and Submission of Best and Final Offer, Conduct of Post-Qualification</p> <p>Procurement Request shall be posted at the PhilGEPS, DSWD website and at the conspicuous places.</p> <p>The PS-Officer/ Buyer shall then invite at least three (3) suppliers, 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 prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information</p>			
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	<p>relative to the negotiations that are communicated by the BAC to a supplier, contract, or consultant shall be communicated on an equal basis to all other suppliers, contractors, or consultants engaging in negotiations with the BAC relative to the procurement. The prospective bidders shall be given equal time and opportunity to negotiate and discuss the technical and financial requirements of the project to be able to submit a responsive quotations or proposal.</p> <p>Following completion of the negotiations, the BAC shall request all suppliers, contractors, or consultants in the proceedings to submit, on a specified date, a best offer based on the final technical and financial requirements together with their post qualification</p>			
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	<p>documents.</p> <p>Upon receipt of the best and final offer together with their post-qualification documents, the BAC Sec shall conduct evaluation, reviews 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 No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer and post qualification documents, and determine their compliance to the minimum technical specifications set by the end user unit/s (D/P/S/U/CRCFs), and recommend to BAC their findings.</p>			
	Preparation BAC	Not	Seven (7)	BAC Secretariat,

	Resolution and Issuance of Notice of Award (NOA)	applic able	calendar days	Consultant, End- user Unit
	<p>The BAC Secretariat shall then prepare the BAC Resolution recommending adoption of the Negotiated – Procurement Two Failed Bidding and award of contract to the supplier / service provider/ contractor and consultant with Lowest Calculated/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity</p>			

	<p>(HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to the BAC receiving staff for the updating of PMT and afterwards endorse to the PS-CMU for the preparation of PO/Contract.</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>			
Prepare the ORS and have the PO signed by the HoPE	Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)	Not Applicable	Three (3) working days	PS-CMU, End-user Unit

	<p>Procurement Section – Contract Monitoring Unit (PS-CMU) prepares and facilitate the 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 PS – CMU receiving staff updates the PMT and hand it over to the PS-CMU Head 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>			
	Receipt of the funded PO/Contract	Not Applicable	Three (3) working days	PS-CMU, Supplier/Consultant

	<p>Upon receipt of the duly funded PO/Contract, the PS – CMU staff shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier/contractor.</p>			
	<p>Supply and Delivery of Goods</p> <p>For the delivery of goods, PS-CMU/ Procurement Focal Staff (CRCF) must coordinate with PASMS (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 (IC).</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical</p>	Not Applicable	Three (3) working days	PS-CMU, PASMS

		specifications stipulated in the PO/Contract, and submit Inspection Report to PS – CMU, which will be the basis for the preparation of Disbursement Voucher (DV).			
Submit Invoice, Statement of Accounts	Sales Billing or of	Contract Implementation - End User unit/s shall monitor the implementation of the project. The issuance of certificate of services rendered shall be issued by the end user unit in accordance with the approved TOR in reference with the schedule of payment which shall be basis for the preparation of Disbursement Voucher (DV) for processing of payment.	Not Applicable	As indicated in the approved TOR	End-user Unit
Preparation and Signing of Disbursement Vouchers		Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions) Upon receipt of the Inspection Report, Delivery Receipt/ Sales invoice/Billing/Statement of Account, and other supporting	Not Applicable	Three (3) working days	PS-CMU, End User, FMS

	<p>documents, the PS –CMU shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of disbursement voucher (DV), processing and facilitation of payment to the supplier by the End User.</p> <p>For CRCF, their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor.</p>			
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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 to file a complaint	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 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 0908-881-6565

Office of the Regional Director

1. Issuance of Online Certificate of No Pending Administrative Cases (CeNoPAC)

This process covers requests for Certificate of No Pending Administrative Case (CeNoPAC) whose employment status is updated.

Office or Division:	Legal Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD-NCR Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		HR Welfare Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a request slip to Legal Office *Make sure to provide complete and accurate information prior to submission	1.1 Received the request slip from the client	none	5 minutes	<i>Requesting Staff Legal Assistant/</i>
	1.2 Track the request slip submitted by the clients			
	1.3 Forward the request to the concerned staff for preparation of the certification.			
	1.4 Check with the database if the client has pending administrative case.		3 minutes	Legal Assistant
	1.4.1 If none, request for issuance of CeNoPAC will be facilitated.			
	1.4.2 If the client has pending administrative case, the request will not be granted			

	<p>1.5 Prepare the document requested</p> <p>1.6 Forward the document for signature of the concerned officials</p> <p>1.7 Track the document</p> <p>1.8 The recommending authority affixes initial after review of document</p> <p>1.9 The Regional Director signs the documents</p>		30 minutes	<i>Legal Assistant</i> <i>Atty. Sahlyna Mia Edly A. Magtibay Attorney III</i> <i>Monina Josefina H. Romualdez Regional Director</i>
2. Receive the Certificate of No Pending Administrative Case	2. Issue the certificate to staff		2 minutes	<i>Legal Assistant</i>
Total		None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Customer Feedback Form and place at the drop box located in front of legal office or send feedback report to foncr@dswd.gov.ph
How feedbacks are processed	<p>Every end of the month, feedbacks are consolidated.</p> <p>Feedbacks requiring clarifications are forwarded to appropriate office or personnel for response within 3 working days</p> <p>Client shall be informed of the response</p>
How to file a complaint	<p>Accomplish the Customer Feedback Form and place at the drop box located in front of legal office or send feedback report to foncr@dswd.gov.ph</p> <p>Complaint to include the 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
How complaints are processed	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.
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph Tel No; 8478-5093</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p>

Appendix

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)	Room 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 102DSWD – 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- 4244rscc.dswdncr@gmail.c Tel. No. 8927- 4244rscc.dswdncr@gmail.c om
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_dswdncr@yahoo.com
Standards Section	Room 204 DSWD-NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	87336279 smo2.dswdncr@gmail.com smo.dswdncr@gmail.com

National Household Targeting Section (NHTS)	Room 302 DSWD-NCR #389 San Rafael St. cor. Legarda St., Manila	53101432
Information and Communications Technology Section (ICTMS)		53101432 lctms.foncr@dswd.gov.ph
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