



Department of Social Welfare and Development

Field Office - National Capital Region

CITIZEN'S CHARTER

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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 Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

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:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 AM to 5:00 PM., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/ customers we serve.

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Department of Social Welfare and Development

Field Office - National Capital Region

CITIZEN'S CHARTER

**14th Edition
2023**

Field Office – National Capital Region

Frontline Services

Protective Services Division

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 Section – Onsite |
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| 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 | WHERE TO SECURE |
| One (1) valid identification card of the client/ person to be interviewed; | 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) 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 |

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| | <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 MEDICINE / ASSISTIVE DEVICE | |
| 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 |
| MEDICAL ASSISTANCE FOR LABORATORY | |

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| 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 |
| 3. 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. Enrolment Assessment Form or Certificate of Enrolment of Registration; or 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 |

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| 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 Assisatnce Family Access cvard (DAFAC), Medico Legal certification | <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 | | | |
| MATERIAL ASSISTANCE | | | | |
| 1. General Intake Sheet | DSWD CIU / CIS / SWAD | | | |
| 2. Material Assistance Distribution Sheet | DSWD / CIU / CIS / SWAD | | | |
| CLIENT STEPS | AGENCY ACTION | 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 | None | 3 minutes (excluding queuing time) | Mamamayan Desk officer (Social Welfare officer I / II CIS – OS) |

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| | Monitoring System (CrIMS) | | | |
| | 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) | <i>Mamamayan Desk officer (Social Welfare officer I / II CIS – OS)</i> |
| 2. Submit pertinent documents for interview and Assessment | 2.1 The DSWD Social Welfare Officer (SWOs) shall interview, assess the documentary requirements presented, and Fill-out the information in the General Intake Sheet (GIS) and the Certificate of Eligibility | None | 10 minutes (Excluding queuing time) | <i>Social Welfare officer I / II CIS – OS</i> |
| | 2.2 The DSWD Social Welfare Officer (SWO) shall determine the eligibility of the client to received assistance, and recommend the appropriate assistance. If found to be ineligible for the | None | 20 minutes (Excluding queuing time) | <i>Social Welfare officer I / II CIS – OS</i> |

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| | 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. | | | |
| | 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 recommendation if found reasonable and with complete and valid documents | None | 10 minutes (excluding queuing time) | <i>Social Welfare officer I / II CIS – OS</i> |
| | 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</i> |
| 3. Receive Assistance | 3.1 Check the Client's identify | None | 5 minutes (excluding queuing time) | <i>SDO (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>Social Welfare Officer 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 | |
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| 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 shallbe 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 whichis 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 theestablished 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, Atty. Michael Joseph J. Lorico. <p>Through 8888 Citizen’s Complaint Center</p> |
| 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</p> |

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| | <p>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 compliant 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 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</p> |
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| | <p>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 observe 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 PCC CCB</p> | <p>complaints@arta.gov.ph / 84785093 pcc@malacanang.gov.ph / 8888 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.

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| 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 | |
| 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: 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 |
| 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 |

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| | 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 |
| 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: 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 |
| 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 |

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| | <p>following are the list of acceptable ID Cards: 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> |
| 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 |
| BURIAL ASSISTANCE FOR FUNERAL BILL | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; and | <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: 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> |
| 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 |
| 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> |

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| | 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 |
| 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: 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 available to State Universities | Registrar officer, Authorized staff from the school |
| 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: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter’s Certification, PNP, Senior Citizen, Airman License, Postal, |

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| | ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 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: 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 |
| Depending on the circumstances: a. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay c. For Rescued Client: Certification from a social worker or Case manager from rescued clients. d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children 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, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. |
| 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. | 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: <p>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> | | |
|--|---|---|-----------------|---|
| 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: <p>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> | | |
| CLIENT STEPS | AGENCY ACTION | 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 | None | 5 minutes | CIS Social Worker or Administrative Staff |

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| | <p>checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance 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> | <div>None</div> <div>None</div> <div>None</div> | 5 minutes | |
| 3. Interview and Assessment | 3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic | None | 20 minutes | CIU/ CIS Social Worker |

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| | <p>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 to further deepen the assessment and validate the information</p> <p>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.</p> <p>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.</p> <p>3.4The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.</p> | <p>None</p> <p>None</p> <p>None</p> | <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> | <p>Social Worker or Administrative Staff</p> |
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| | <p>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.</p> | | | |
| 4. Release of Assistance | <p>4.1 CIS-Offsite Serbisyo 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>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> |

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| | <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 instructed to reprocess the request of assistance.</p> <p>4.1. c If approved, the Administrative Staff will release the Guarantee Letter to the client</p> | | | |
| TOTAL | | 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>Anthony Alcantara</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>Mirriam 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>Mirriam C. Navarro</i> OIC – 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>Atty. Michael Joseph J. Lorico</i> Regional Director |
| | 4.3.e.1 CIS-OS Admin Staff will | None | 5 minutes | Administrative Staff/Processor |

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| | text/call the client to claim the approved GL 4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned | None | | |
| TOTAL: | | | 1 to 7 working days | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 : <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complaint 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 |
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| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | IN /OUT Patients of designated Malasakit Center Hospitals |
| CHECKLIST OF REQUIREMENTS | |
| 1. At least one (1) of any Valid Government Issued I.D | Government agencies issuing an identification card such as but not limited to SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, PhilPost, Police Station, BIR, and Barangay among 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 True Copy) | MALASAKIT Center Hospital Records Section |
| 4. For payment of the following : <ul style="list-style-type: none"> ➤ 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) | Hospital’s Billing Section/ Accounting Office |

| <p><u>Note: 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> | | |
|--|--|--|-----------------|--|
| <p>5. Social Case Summary/ Study Report that will provide information that the client is eligible for assistance (1 Original and 1 photocopy)</p> | | <p>Local Social Welfare and Development Offices where the client permanently/ temporarily resides.</p> <p>Medical Social Service Unit (MSSU)</p> | | |
| <p>6. Endorsement letter / Referral slip from the Medical Social Service Unit with the approval of MSSU Head.</p> | | <p>Medical Social Service Unit (MSSU)</p> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1.Submit requirements to Medical Social Service Unit (MSSU)</p> | 1.1 Checking the completeness of documents | None | 10 minutes | <p>Medical Social Worker from MSSU</p> |
| | 1.2 Verification of clients name to MSSU database | | | |
| | <p>1.3 Conduct interview and assessment to clients need.</p> <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> | | | |

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| | (Citizen's Charter c/o Malasakit Hospital) 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 MSSU will endorse clients to other partner agencies like DSWD, PhilHealth and PCSO. | | | |
| 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) 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 | None | 15-20 minutes (from 2.1 – 2.9) | <i>DSWD-NCR Malasakit Center Social Welfare Officer</i> |

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| | <p>client and the amount to be provided to the client.</p> <p>2.6 Accomplish Acknowledgement receipt indicating the amount of assistance to be provided to the client</p> <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> <p>Note: While waiting, client can already accomplish the client's satisfaction measurement survey form.</p> <p>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.</p> | | | |
| <p>3. Proceed to Special Disbursing Officer (SDO) for cash releasing</p> <p>Note:</p> <p>However, due to lack of manpower, assigned Malasakit Social Worker is the one who act as SDO and</p> | <p>3.1 Assist the client in signing the Certificate of Eligibility and Acknowledgment receipt.</p> <p>3.2 Review the completeness of Documents</p> <p>3.3 Issue the signed Acknowledgement Receipt (Client's Copy)</p> | None | 4 minutes | <p>DSWD-NCR Malasakit Center Social Welfare Officer</p> |

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| <i>releases the cash to the clients</i> | | | | |
| 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: | | | 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)

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| 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 | |
| <u>Note: Promissory note is required once clients has pending balance from the Funeral</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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements to Medical Social | 1.1 Checking the completeness of documents. | None | 5 minutes | Medical Social Worker from MSSU |

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|--|--|------|------------|---|
| Service Unit (MSSU) | 1.2 Verification of client's 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 | <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 | | | |
| | 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 | | | |
| 3. Proceed to Special Disbursing Officer (SDO) for cash releasing | 3.1 Assist the client in signing the Certificate of Eligibility and Acknowledgement receipt | None | 4 minutes | <i>DSWD-NCR Malasakit Social Welfare Officer</i> |

| | | | | |
|--|--|------|---|---|
| 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> | 3.2 Review completeness of documents | | | |
| | 3.3 Issue the signed acknowledgement receipt to client (client's copy) | | | |
| | 3.4 Release cash assistance to the client | | | |
| 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: | | | 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)

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements to Medical Social | 1.1 Checking the completeness of documents. | None | 5 minutes | Medical Social Worker from MSSU |

| | | | | |
|---|--|------|---------------|---|
| Service Unit (MSSU) | 1.2 Verification of client's 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 | 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 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 | | | |

| | | | | |
|--|--|------|--------------------------------------|---|
| | <p>amount provided to the client</p> <p>2.8 Accomplish acknowledgement receipt indicating the amount of assistance provided to the client</p> <p>2.9 Explain to the client the amount to be extended and its basis</p> <p>Note:</p> <p>While waiting, client can already accomplish the client's satisfaction [measurement survey form assisted by Malasakit Center Social Welfare Officer</p> | | | |
| <p>3. Proceed to Special Disbursing Officer (SDO) for Cash Releasing</p> <p>Note:</p> <p>However, due to lack of manpower, assigned Malasakit Social Worker is the one who act as SDO and releases the cash to the clients</p> | <p>3.1 Assist the client in signing the Certificate of Eligibility and Acknowledgment receipt</p> <p>3.2 Review completeness of documents</p> <p>3.3 Issue the signed acknowledgement receipt (client's copy)</p> <p>Release cash assistance to the client</p> | 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: | | | 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)

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| 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 ACTION | 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 client's name to MMSU 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 | | | |

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| | <p>and filling up the information of clients and beneficiaries to General Intake Sheet</p> | | | |
| | <p>2.4 Assessment of the clients need based on the submitted requirements and presenting problem</p> | | | |
| | <p>2.5 Fill-out the form, Certificate of Eligibility indicating the information of the client and the amount provided to the client</p> | | | |
| | <p>2.6 Accomplish acknowledgement receipt indicating the amount of assistance to be provided to the client</p> | | | |
| | <p>2.7 Explain to the client the amount of assistance to be extended and its basis</p> | | | |
| | <p>2.8 While waiting, client can already accomplish the client's satisfaction survey sheet</p> <p>Note:</p> <p>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.</p> | | | |

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| 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. | None | 4 minutes | <i>DSWD-NCR Malasakit Center 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: | | | 20 minutes for DSWD transaction only | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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</p> |

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| | <p>receipt of the said document addressed to the involved offices as well as to the client herself / himself.</p> <p>Summarized result of the survey with analysis will be submitted to the Field Office – NCR on a quarterly basis.</p> |
| 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 | <p>ARTA: complaints@arta.gov.ph Tel No. 8478-5093 0908-881-6565 (SMS) 8888</p> |

4. Facilitation of Referral on Child 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.

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| 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 ACTION | 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 (OD). | | 5 minutes | |
| 2. Present the concern to the OD / attending Social Worker | 2.1 Interview and assess the client's need. | None | 15-30 minutes | SWO-II, CBSS |
| | 2.2 Inform the client of the process and | | | |

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| | assistance available including limitation of the agency to set clients expectation. | | | |
| 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 | Mirriam C. Navarro Chief, PSD |
| | | | ½ day | Mirriam C. Navarro OIC – Asst. Regional Director for Operations |
| | | | ½ day | Atty. Michael Joseph J. Lorico Regional Director, FO-NCR |
| 3.1.2.4 Transmit letters | 1 day | Jerome Torres Admin Aide IV, CBSS | | |

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| 4. Evaluate quality of service. Accomplish CSM Form | Receive accomplished CSMF and endorse to EODB Focal Person for consolidation | None | 20 minutes | SWO-II CBSS |
| 5. Participate in After Care Services | 5.1 Follow-up status of client | None | 1-15 days | SWO-II CBSS |
| | 5.2 Reiteration/ acknowledge feedback /communication from the intermediary. | | | |
| TOTAL: | | | 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.

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| 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) | | 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 | | Government agencies issuing an identification card (SSS, |

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| | Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others) |
| 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 Laboratory Requests | |
| 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. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy) | Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities |
| 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. |
| Burial Assistance for Funeral 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. 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) | City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader, |
| 3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy) | Authorized staff of the Funeral Parlor/ Memorial Chapel |
| 4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy) | From the Barangay where the client is presently residing. |
| Burial Assistance for Transfer of Cadaver | |

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| 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. 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) | 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) | Authorized staff of the Funeral Parlor/ Memorial Chapel |
| 4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy) | From the Barangay where the client is presently residing. |
| Educational Assistance | |
| 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. Validated school ID of the student beneficiary | Registrar, Authorized staff from the school |
| 3. Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy) | Registrar, Authorized staff from the school |
| 4. Statement of Account for college students, when available. This may not be available to State Universities Registrar (original and one(1) photocopy) | Registrar officer, Authorized staff from the school |
| Food Assistance for Individuals and Families | |
| 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. 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 Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. |

| -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. | | | | |
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| 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 If asking for informational service , provide the necessary information and a copy of the checklist of requirements. If submission of requirements to avail service, receive documents | None | 5 minutes | Remedios Eripol, Designated PLHIV Focal Staff |
| | 2.2 Review documents submitted by client. If the client is a referral from other agencies or organizations: <ul style="list-style-type: none"> Check Documentary Requirements for needed | | 5 minutes | Romeo Muyco Alternate |

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| | <p>Assistance and completeness of forms for referrals</p> <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 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></p> | | | |
| 3. Client to fill-out necessary fields in prescribed forms | <p>3. Conduct of further verification of submitted documents and probing interview</p> <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; | None | 15 minutes | <p><i>Remedios Eripol,</i> Designated PLHIV Focal Staff</p> <p><i>Romeo Muyco</i> Alternate</p> |

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| | <p>- Provide checklist and identify which document is inauthentic and inadequate.</p> <ul style="list-style-type: none"> • Conduct assessment and intake interview <p>4.Recommend 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 Charter of receiving offices; | <p>None</p> | <p>15 minutes</p> | |
| | | <p>None</p> | <p>If within the day: 30 minutes to one (1) hour</p> | |

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| | <ul style="list-style-type: none"> • Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification. <p>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</p> <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 <p>Actual disbursement of assistance to client</p> | | <p>depending on the amount and assistance being sought for</p> <p>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</p> | |
| 4. Client accomplish Client Satisfaction Survey Form | <p>6. Issue Client Satisfaction Survey (CSS) Form to client</p> <ul style="list-style-type: none"> • Ask client to completely fill-out the CSS Form; <p>Collect accomplished form and submit to designated personnel for consolidation</p> | None | 10 minutes | <p><i>Remedios Eripol,</i> Designated PLHIV Focal Staff</p> <p><i>Romeo Muyco</i> Alternate</p> |
| TOTAL: | | | <p>For within the day transaction: 1 hour and 45 minutes</p> <p>If not within the day: 3 days, 1 hour, and 15 minutes</p> | |

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.

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| 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 ACTION | 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: <ul style="list-style-type: none"> • Check Documentary Requirements for particular assistance needed; • Review Referral | None | 30 minutes | <i>Remedios Eripol PLHIV Focal Staff</i> <i>Romeo Muyco Alternate</i> |

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| | <p>Forms 1 to 4; and</p> <ul style="list-style-type: none"> • 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 <p>Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3</p> | | | |
| 3. Accomplish Client Satisfaction Survey Form | 3.1 Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS | None | <p>5 minutes</p> <p>15 minutes</p> | <p><i>Remedios Eripol</i> PLHIV Focal Staff</p> <p><i>Romeo Muyco</i> Alternate</p> |

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| | <p>3.2 Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral:</p> <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 <p>Complete and update Case File and Referral Register</p> | | | |
| TOTAL: | | | 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.

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| Office or Division: | Sectoral Programs Division |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | ELLIGIBLE SOLO PARENTS |
| CHECKLIST OF REQUIREMENTS | |
| 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 (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 |
| 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. |

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| 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 |

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| 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 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, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. | |
| 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 ACTION | 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 | None | 5 minutes | Jerome Torres Administrative Staff CBSS |

| | | | | |
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| | provided with a queueing number | | | |
| 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 | None | 10 minutes | <i>Social Worker Officer II</i> CBSS |
| | <ul style="list-style-type: none"> If clients have incomplete requirements, give a list of required documents and 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</i> CBSS |
| | 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</i> CBSS |
| | 2.3.2 If for AICS, solo parent focal will facilitate referral to CIS or SWADT | None | 10 minutes | <i>Social Worker Officer II</i> CBSS |
| | 2.3.3 If for SLP, Solo parent focal will facilitate referral to SLP | None | | <i>Social Worker Officer II</i> CBSS |

| | | | | |
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| | <ul style="list-style-type: none"> For all other services of the Department, the social worker further must refer the client 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>2.4 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 his/her assessment and recommendation, and shall include it in the referral letter of the client. In all cases, the FO/LSWDO shall | None | 10 minutes | Social Worker Officer II CBSS |
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| | <p><i>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>2.5 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>2.6 Once approved, the referral letter will be forwarded to the records manager to transmit the approved referral letter to the concerned LGU or other referring agency.</p> | | | |
| TOTAL: | | 85 Minutes | | |

8. Provision of Assistance under the Recovery and Reintergration 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.

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| 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 | | Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims) |
| 1. Travel documents (for Repatriated TIP Victims) | | |
| 2. Valid ID | | |
| 3. Social Case Study Report | | |
| MEDICAL ASSISTANCE | | |
| 1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) | | Hospital where the client is admitted or seen. |
| 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 | | |
| EDUCATIONAL ASSISTANCE | | |
| 1. School registration and/ or certificate of enrolment | | School where the client is enrolled |
| 2. Statement of Account for tertiary education | | |
| 3. Valid school ID Valid ID of the parent/ guardian | | |
| SKILLS TRAINING | | |
| 1. Official receipt from the training school (TESDA/ CHED accredited training school. | | TESDA / accredited training school where the client is enrolled |
| 2. Valid school ID | | |
| FINANCIAL ASSISTANCE FOR EMPLOYMENT | | |
| 1. Contract of Employment or any similar document which indicates that they are hired | | Employer of the client |
| 2. Valid ID | | |
| 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 | | DSWD Field Offices |

| 74 and below or they may be considered to avail financial assistance for employment. | | | | |
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| 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 | | | | |
| 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 | | DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody. | | |
| 2. Case Summary | | | | |
| 3. Referral Letter from the Social Worker | | | | |
| 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 ACTION | 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 | Rhealyn Sicat 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 | |
| | .3.2 The Social Worker provides a list of documentary | | 15 minutes | |

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| | requirements depending on the assistance to be provided. Refer to the list of requirements. | | | |
| 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 | Rhealyn Sicat 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. | | 7 – 15 days | |
| | 2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance) | | 3 working days | |
| | 2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance | | 1 -2 working days | |

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| | for approval of the Regional Director. | | | |
| | 2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking. | | 1 -2 working days | |
| | 2.5 Releasing of the assistance to client (Cash or Non-Cash) | | | |
| TOTAL: | | | 17 days and 2 hours | |

9. 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.

| | | | | |
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| 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 | | | | |
| Medical Certificate (Indicating the specific assistive devices needed) | | | Attending Physician (Hospital, Clinic, Barangay Health Worker) | |
| Barangay Certificate of Indigency | | | Barangay Hall | |
| Social Case Study Report/ Case Summary | | | Local Government Unit or Medical Social Service | |
| 2x2 Picture or 1 whole body picture | | | Client | |
| 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> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. 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 | | 2 minutes | |
| | 1.3 Social Worker/ Focal Person conducts an interview and assessment of Persons with Disability needs | | 5 minutes | |
| | 1.4 Social Worker/ Focal person decides with the Person with Disability/ family member | | 5 minutes | |

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| | 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. | | 5 minutes | |
| | 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 | | 20 minutes | |
| | 1.7 For assistive device and technology available, PSU/ CBU/ CBSS Division Chief and Budget Officer recommend the provision of assistance | | 30 minutes | <i>Maria Cielo G. Agotilla</i> OIC- CBSS <i>Miriam C. Navarro</i> / PSD Division Chief <i>Catherine B. Valenzuela</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> | | 3 days | |

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| | 1.8 Log the transaction in a distribution sheet signed by the receiving person/client | | 5 minutes | CBSS SWO-II/ PWD Focal Person or Admin staff Person with Disability client |
| | 1.9 Facilitate filling out of client satisfaction survey/ feedback | | 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. | | 20 minutes 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 – 1 hour & 39 mins If not available – 10 days & 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 | Imelda Tagiuam 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 | |
| | 3. The FO Focal Person/ Social Worker or SWADT Social Worker decides | None | 5 minutes | |

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| | with the Person with Disability/ family member/ guardian what services can be provided. | | | |
| | 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> <i>Focal Person,</i> Person with Disability Miriam C. Navarro, Division chief |
| TOTAL | | | 25 minutes | |

10. 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.

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| 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) | |
| <i>*These documentary requirements are presented to the DSWD Field Office personnel.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 None | 3 days | Haydie D. Mercado AA II, CBSS-SFP |

| | | | | |
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| | 1.2. Acknowledge copy of the submitted documents | | | |
| | 1.3 Process the submitted documents for inclusion in the program beneficiaries | | 20 days | <i>Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II Roland Jayco Masangkay, PDO I CBSS-SFP</i> |
| | 1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office | | 20 days | <i>Haydie D. Mercado AA II, CBSS-SFP</i> |
| | 1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children beneficiaries | | | |
| 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. | | 20 days | <i>Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II Roland Jayco Masangkay, PDO I CBSS-SFP</i> |
| | 2.A.1 Proceed with the processing of the procurement of commodities | | 20 days | <i>Atty. Michael Joseph J. Lorico Regional Director</i> |
| | 2.B If TOF is allowed, review | | 20 days | |

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| | eligibility of LGU based on previous performances in program implementation and timely and complete liquidation. | | | |
| | 2.B.1 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO. | | 20 days | <i>Hayrin O. Cifra, SWO III</i> <i>Rodelio N. Calajatan, SWO II</i> <i>Liza R. Pagarigan, ND II</i> <i>Roland Jayco Masangkay, PDO I</i> CBSS-SFP <i>Atty. Michael Joseph J. Lorico</i> Regional Director |
| | 2.B.2 Facilitate processing and Distribution of available checks / ADA for the LGU. | | 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. | | 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>Roland Jayco Masangkay, PDO I</i> <i>Haydie D. Mercado, AA II</i> |
| TOTAL: | | | 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> | | | | |

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”

| 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 | Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II Roland Jayco Masangkay, PDO I Haydie D. Mercado, AA II FO Staff, SFP |
| 2. Participation in the creation of cycle menu | 2.1 Solicit recommendati on with LSWDOs/focal persons on Menu preference per LGU | | 1 day | |
| | 2.1a. In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with 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 | | | |

| | | | | |
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| | 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. | | 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 | | 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 | | 3 days | |
| | 5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and areas of | | 120 feeding days | |

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| | implementation | | | |
| TOTAL | | | 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. | | | | |
| 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 | Hayrin O. Cifra, SWO III Rodelio N. Calajatan, SWO II Liza R. Pagarigan, ND II Roland Jayco Masangkay, PDO I Haydie D. Mercado, AA II 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 | | 1 day per LGU | |

| | | | | |
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| | observation of the procedure and/or virtual provision of technical assistance ensuring LGUs 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>Roland Jayco Masangkay, PDO I</i> <i>Haydie D. Mercado, AA II</i> FO Staff, SFP |
| | 2.2 Approve the feedback report and confirmation report. | | | <i>Atty. Michael Joseph J. Lorico</i> Regional Director |
| | 2.3 Log the document number of the confirmation report in the DTS | | | <i>Haydie D. Mercado</i> AA II, CBSS-SFP |
| | 2.4 Endorse to Records Unit | | | |

| | | | | |
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| 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 | Haydie D. Mercado AA II, CBSS-SFP |
| TOTAL | | | 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 | 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. combs.foncr@dswd.gov.ph sfpncr@gmail.com sps.foncr@dswd.gov.ph |
| How feedbacks are processed | Feedback received through email and telephone will be answered within the day. Feedback requiring answers from a specific officer and thorough discussion will be addressed within two (2) days upon receipt. Grievance will be addressed by the grievance officer. |
| How to file a complaint | Grievance can be sent via email combs.foncr@dswd.gov.ph Make sure to provide the following information: - Name of person being complained - Incident - Evidence e.g. (pictures,screenshots) |
| How complaints are processed | Complaint letter received will be forwarded to the grievance officer to address the concerns. The grievance officer shall submit a report regarding the complaint. Response letter shall be sent to the complainant. |
| Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC) | ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) 8888 |

11. 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.

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| Office or Division: | Minors Travelling Abroad Section |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Filipino Minors Traveling Abroad |
| <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> | |
| A. For Minors Traveling Alone to a Foreign Country for the First Time | |
| 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 |
| B. For Succeeding Travel of Unaccompanied minor or Traveling ALONE | |
| 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 | Law Office and Notarized at the place where the parents resides/ |

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| signatures. If parents are working abroad, valid passport and visa or any ID issued abroad. | 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 |
| C. Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian | |
| 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 deceased parent/s, copy of the Death Certificate. | PSA, Local Social Welfare and Development Office (for the Solo Parent's ID); Family Court. |
| 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 |
| D. Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian | |
| 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 |

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| E. 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 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> | |
| 2. Certification from the Manning Agency attesting to the parents' employment | Applicant |
| 3. 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 missing parent | Local Police or Barangay of the alleged missing parent/s last known address |

| 3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address. | | | Applicant | |
|--|--|-----------------|-----------------|---------------------------|
| Within the day transaction | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Registration | 1.1 Issuance of Service Sequence Number | None | 5 minutes | <i>Officer of the Day</i> |
| | 1.2 Encoding of the client's information in online Spreadsheet | | | |
| | 1.3 Issuance of the Client Satisfaction Survey Form (CSS Form) | | | |
| 2. Submission of Application and Documentary Requirements | Receives Filled-up Application Form and Documentary requirements presented by the Client. | | 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. | | 5 minutes | <i>Social Worker</i> |
| 4. Interview / Assessment | 4.1 Social Worker interviews and conducts assessment of the application; | | 20 minutes | <i>Social Worker</i> |
| | 4.2 Recommends for the approval or disapproval of the application | | | |

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| | to the Signing Authority. | | | |
| | <div>4.3 Approves / Disapproves the application</div> <div> <div>4.3.1 If approved, proceed to step 6</div> <div>4.3.2 If Disapproved, Counseling and Explanation of reason for disapproval of application</div> </div> <div>4.4 Notify the DFA, BI, PMD, DSWD-CO</div> <div>If exempted, prepares the Certificate of Exemption for Approval of the Regional Director or the Authorized Signatory</div> | | <div>5 minutes</div> <div>5 minutes</div> | <div>Eden A. Llamanzares Head, MTAS</div> <div>Social Worker</div> <div>Social Worker/ Admin Staff</div> |
| 5. Payment of: | <div>5.1 Issues order of payment / Billing Statement</div> <div>5.2 Issues Official Receipt to the Applicant on the Payment received</div> <div>5.3 Issuance of Claim Stub, schedule of release (minimum of 10day processing and maximum of 3 days processing</div> | <div>Php 300,00 for 1 year validity</div> <div>Php 600 for 2 years validity</div> | 3 minutes | <div>Ms. Milagros Bumanlag OIC, Cash Section</div> <div>Social Worker/ Admin Staff</div> |

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| 6. Issuance of travel Clearance Certificate / Exemption Certificate | 6.1 Encodes / Types the details of the applicant to the Travel Clearance Certificate | None | 10 minutes | <i>Social Worker / Admin Staff</i> |
| | 6.2 Signs / Approves the application or Certificate of Exemption for Exempted applicants, as requested by client | | 5 minutes | <i>Atty. Michael Joseph J. Lorico</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 | | 5 Minutes | <i>Admin Staff</i> |
| TOTAL: | | Php 300.00/ Php 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 | <p>Answer the feedback form and drop into the box or send to travel.foncr@dswd.gov.ph</p> <p>MTAS Contact Info: 8-310-1435 / 8-733-0010 to 18 local 210</p> |
| How feedbacks are processed | 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</p> <p>Email Add: complaints@arta.gov.ph</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565 (SMS)</p> <p>Hotline: 8888</p> <p>Email Add: pcc@malacanang.gov.ph</p> |

12. 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.

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send a request letter to DSWD-NCR two (2) weeks before the conduct of the activity. | 1.1 Receive, check and log request letter and forward to the Office of the Regional Director (ORD). | None | 1 hour | Admin Staff (Records Section) |
| | 1.2 Receive the request | | 1 Hour | Admin staff/Regional |

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| | letter and endorse to the Regional Director | | | <i>Executive Assistant (ORD)</i> |
| | 1.3 Review and provide instructions and endorse to Protective Services Division (PSD) | | 6 Hours | <i>Atty. Michael Joseph J. Lorico</i> Regional Director |
| | 1.4 Review and provide instructions and endorse to Capability Building Section (CBS) | | 3 Hours | <i>Mirriam C. Navarro</i> Protective Services Division Chief |
| | 1.5 Receive the request letter | | 1 Hour | <i>Admin staff (CBS)</i> |
| | 1.6 Review and assess the request | | 2 Hours | <i>Ryan C. Magante</i> CBS Section Head |
| | 1.7 Identify resource person per database/list of CGS/program focal/SWD L-Net | | 2 Hours | <i>Technical Staff (CBS)</i> |
| | 1.8 Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability | | 2 Hours | |
| | 1.9 Prepare confirmation letter (to include name and details of identified resource person), Memo to the Head of CGS/ Program Focal and | | 3 Hours | |

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| | Regional Special Order | | | |
| | 1.10 Forward confirmation letter, memo and draft RSO to PSD Chief for review and initials | | 1 Hour | Admin staff (CBS) |
| | 1.11 Review and sign confirmation letter and draft RSO and endorse to ARD for Operations | | 3 Hours | <i>Ryan C. Magante</i> CBS Section Head |
| | 1.12 Review and sign confirmation letter and draft RSO and endorse to Office of the Regional Director | | 3 Hours | <i>Miriam C. Navarro</i> OIC- ARDO |
| | 1.13 Review and sign the confirmation letter, memo and RSO | | 6 Hours | <i>Atty. Michael Joseph J. Lorico</i> Regional Director |
| | 1.14 Return to CBS | | 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) | | 1 Hour | Admin staff (CBS) |
| | 1.16 Send out to the | | 1 Hour | <i>Roxanne C. Giray</i> |

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| | requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail | | | Admin staff (CBS) |
| | 1.17 Encode details of the request to a database | | 1 Hour | Technical Staff (CBS) |
| | 1.18 Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor (ANA) | | 3 Hours | |
| 2. Fill out the DSWD Intellectual Property Agreement, Customer Satisfaction Measurement Survey and Post Evaluation Matrix (Google Form Links) | | None | 1 Hour | <i>Requesting Party</i> |
| TOTAL: | | | 43 hours or 5 days | |

13. 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.

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Internal Client | | | | |
| 1. Inquiry on the availability of book/ material | 1.1 Request client to provide 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 | | 10 minutes | |
| | 1.3 Check the availability of the book/ material | | 20 minutes | |
| | | | 10 minutes | |

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| | <ul style="list-style-type: none"> - 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. | | | |
| | <p>1.4 If circulating material, conduct a physical inspection in front of the client and discuss the condition of the book/ material</p> <p>If not circulating material, inform for “Room Use” only and/ or photocopy part of the material.</p> | | 15 minutes | |
| 2.Accomplishment of CSMS | Request client to fill out CSMS via printed copy/email/QR Code | | | Rowela Rosales 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) | | 10 minutes | Rowela Rosales RLRC Admin Aide (Capacity Building Section) |
| | 3.2 Update Borrower’s | | 15 minutes | |

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| | <p>Matrix by entering the borrowing transaction details and write the date on the Date Due Slip based on the prescribed borrowing period of seven (7) work days</p> | | | |
| | <p>3.3 Release the book/ material to the client.</p> <p>Proceed to Returning when the client returns the book/ material.</p> <p>If requesting for renewal, proceed to filling out of Book Card unless another borrower has requested to reserve the book/ material.</p> | | 5 minutes | |
| TOTAL: | | | 95 minutes / 1 Hour and 35 minutes | |
| For External Client | | | | |
| 1. Inquire on the availability of book / material | Request client to provide ID or Visitor's ID (proof of identification) | | 5 minutes | <i>Rowela Rosales</i> RLRC Admin Aide (Capacity Building Section) |
| | Request client to register in the logbook/ QR Code | | 10 minutes | |
| | 1.1 Check the availability of the book/ material - If available, | | 20 minutes 10 minutes | |

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

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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> |

14. 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.

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| 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. | | | |
| | 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presentation and submission of the Requirements to the assigned validator Note: ensure to submit all needed documentary requirements for validation. | 1. Review and thorough checking of the completeness of requirements and accuracy of information of pensioner vis-à-vis payroll. Note: If the requirements are complete. | None | 5 minutes | Admin Aide IV, Admin Asst. III (Validator) SPPMO |

| | | | | |
|---|---|--|-------------------|---|
| | 1.1 Incomplete requirements, inform the 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 | <i>Admin Aide IV, Admin Asst. III (Validator) SPPMO</i> |
| 2. Sign-in to payroll and documents that requires their signature and or thumb mark | With complete requirements, let the pensioner sign the payroll and other documents. Issue stub & copy of validated documents to the pensioner. | | 5 minutes | <i>Admin Aide IV, Admin Asst. III (Validator) SPPMO</i> |
| 3. Proceed to SDO/Paymaster for receipt of stipend | Rechecking of the validated documents. Release the stipend. | | 3minutes | <i>Special Disbursing Officer/ Paymaster</i> |
| 4. Proceed to the picture-taking area | Take a photo of the social pensioner holding his/her OSCA ID and pension. The photo will be uploaded to the database of Social Pension Information System | | 2 minutes | <i>Admin Aide IV, Admin Asst. III (Validator) SPPMO</i> <i>Admin Asst. III, Admin Aide IV (Database) SPPMO</i> |
| TOTAL: | | | 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 |

15. 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 | <p>For CSWDO or MSWDO - from the City/Municipal Social Welfare Office duly signed by the Head of the agency.</p> <p>For Barangay - letter signed by the Chairman.</p> <p>For Police - letter signed by the police officer in authority (Women’s Desk or Head of the PCP).</p> <p>For OBSUs and C/RCFs - from the OIC/Head of the referring office.</p> |
| One (1) original copy of Child Study Report (CSR) or Social Case Summary Report (SCSR) | <p>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.</p> <p>For OBSUs – from the Social Workers of the Crisis Intervention Section (CIS) or Community Based Services Section (CBSS).</p> <p>C/RCFs – from the Social Workers of the referring office.</p> |
| One (1) original copy Medical Abstract / Certificate with Laboratory Results | <p>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.</p> <p>One (1) original copy of Dental Records, if any or available.</p> |
| 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) | | | From the Barangay and Police Community Precinct (PCP) within the jurisdiction where the child or children was found, rescued or facilitated the referral. | |
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| One (1) original copy of Psychological Report, if any or available. (For rescued cases such as child or children’s victims of trafficking and/or abuse) | | | 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 | | | 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 | | | 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 | | | 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 | | | 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pre-Admission Phase | | | | |
| 1. Client submits for initial interview and assessment | 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 | None | 1 hour minutes | <i>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))</i> RSCC |

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

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| | to be eligible for services. | | | |
| TOTAL: | | | 5 days, 2 hours and 30 minutes | |
| Admission Phase | | | | |
| 1. Attend admission conference | <p>Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices of the facility</p> <p>The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and</p> | None | 1 day | <p><i>Helping Team/ Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p> |

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| | introduces his/her to the Helping Team/Multi-disciplinary Team. | | | |
| 2. Submits self to the inventory of belongings | Conducts an inventory of the client's belongings and records them. | | | <i>Houseparent</i> |
| 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>)) | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical examination and pre-natal check-up | | | <i>Medical Officer, Nurse</i> |
| | 4.2 Conduct of Dental Assessment | | | <i>Dentist</i> |
| | 4.3 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>Social Worker, Houseparent</i> |
| TOTAL: | | | 1 day | |
| Center-based Intervention Phase | | | | |
| | 1.1 Conducts further interviews with the client to gather additional relevant information on the | None | During the client's 1 st day in the facility | <i>Social Worker</i> |

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| | problem presented as a basis for assessment and recommendation. | | | |
| | 1.2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | | 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> |
| | 1.3. 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. | | During client's 2 nd to 3 rd week of in the facility | <i>Helping Team/ Multidisciplinary members, Referring Party, LGU Social Worker</i> |
| | 1.4. 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 | | Within 30 days after admission Within 15 days after admission for the Intervention Plan | <i>Social Worker, Client/ Resident</i> |

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| | <p>short- and long-term goals.</p> <p>1.5. 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> <p>1.6. Review and update the Intervention Plan based on the result of the case conference, if necessary.</p> | | <p>During the client's 4th week in the facility; monthly</p> | <p><i>Helping Team/ Multidisciplinary Team, Referring Party, LGU</i></p> |
| 2. Receives the provisions of the center and various interventions provided | <p>2.1 Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal</p> <p>2.2 Monitors the progress of the client in relation to</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>Monthly</p> | <p><i>Helping Team/ Multidisciplinary Team</i></p> |

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| | the achievement of goals. The Rehabilitation Team conducts regular case conferences as part of monitoring the case | | | |
| | 2.3 Reassesses and modifies the intervention plan per development/ changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team | | During the client's 3 rd month in the facility | <i>Social Worker, Helping Team/ Multidisciplinary Team</i> |
| Evaluation and Termination | | | | |
| | 1.1 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> |
| | 1.2. 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 | | Upon receipt of P/FCAR submitted by LGU | <i>Social Worker</i> |

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| | goals of the client/resident | | | |
| 2. Attends pre-discharge conference | <p>2.1 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 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</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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| | not yet ready for the reunification, the LGU is requested to provide the necessary intervention. | | | |
| | 2.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | | 5 days | <i>Social Worker</i> |
| 3. Submit to medical examination | 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> |
| 4. 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. | 4.1 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 |
| | 4.2 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 | | After conduct of Discharge Conference. | Social Worker, Client/ Resident |

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| | the CRCF to its clients/residents. | | | |
| Post Center-based Intervention Phase | | | | |
| | <p>1.1 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> |
| | 1.2. Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | Upon receipt of the report | Social Worker |
| | 1.3. Follows up with the LGU for the submission of the aftercare report. | | Within first three months; Monthly For CICL: Quarterly | |
| | 1.4. After receipt of Progress Report and or detailed | | Upon completion of at least 50% of the After- | |

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| | 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. | | Care Program Plan | |
| TOTAL: | | | 6 months for Center Based | |

b. Nayon ng Kabataan

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| 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 | |
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| 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 ACTION | 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 |

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| 2. Attend the pre-admission conference. | Conduct of pre-admission with referring party, 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 | | 2 hours | Social Worker, referring party, parents |
| TOTAL: | | | 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 admission slip witnessed by 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. Marcelino, SWO III, Supervising Social Worker |

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| | 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. 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 | | | Case Managers |
| 2. Submits self to the inventory of belongings | Conducts an inventory of the client’s belongings and records them | | 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>) | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant. | | During the client’s first day in the facility | Medical Officer, Nurse |
| | 4.2 Endorses the client to the Houseparent on duty, and brief the latter on the client’s disposition | | | Social Worker, Houseparent |

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| | 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> | | | |
| TOTAL: 1 day | | | | |
| Center-based Intervention Phase | | | | |
| | 1.1 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 |
| | 1.2. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | | 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> |
| | 3. Gathers additional information from the client, significant others and the worker's own observation on the client | | During client's 2 nd to 3 rd week of in the facility | <i>Rehabilitation Team Members</i> <i>Ms. Fatima Ninon, HP IV</i> <i>Dr. Rasel Carbonell, MO III</i> |

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| | At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU. | | | <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>SWO V/Center head</i> <i>Case Managers</i> |
| 2. Receives the provisions of the center and various interventions provided | 2.1 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 |
| | 2.2 Present the case to the Rehabilitation team. The result of the case conference shall be the basis for the formulation and implementation of | | During the client's 4 th week in the facility; monthly | Helping Team /Multidisciplinary Team, Referring Party, LGU <i>Ms. Fatima Ninon, HP IV</i> |

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| | <p>the Intervention Plan</p> <p>Case conference is also conducted as need arises</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>SWO V/RCF head</i></p> <p><i>Case Managers</i></p> |
| | <p>2.3. 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> | | | |
| | <p>2.4. Review and update the Intervention Plan based on the result of the case conference, if necessary.</p> | | | |
| | <p>2.5 Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal</p> | | <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</p> | |

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| | | | the case and the assessment of the Social Worker. | |
| | 2.6 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 | | Monthly | |
| 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/ Multidisciplinary 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 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> SWO V/RCF Head |

| | | | | Case Managers |
|-------------------------------------|--|------|---------|---|
| 2. Attends pre-discharge conference | <p>2.1 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 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</p> | None | 2 hours | <p>Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</p> |

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| | LGU is requested to provide the necessary intervention. 2.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | | 5 days | Social Worker |
| 3. Submit to medical examination | 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 Dr. Rasel Carbonel, MO III Jaime Prado, Nurse II Joyce Barnoco, Nurse I |
| 4. 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. | 4.1 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 |
| | 4.2 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 | | After conduct of Discharge Conference. | Social Worker, Client/ Resident |

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| | or improved the existing programs 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 | Social Worker, LGU, other Stakeholders, Client, Client's family |
| | 1.2 Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | Upon receipt of the report | Social Worker |
| | 1.3 Follows up with the LGU for the submission of the aftercare report. | | Within first three months; Monthly | |
| | 1.4 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 | | Upon completion of at least 50% of the After- Care Program Plan | |

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| | of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report | | | |
| TOTAL: | | | 6 months for Center Based | |

c. HAVEN FOR CHILDREN

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client submits for initial interview and assessment | <p>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</i></p> | None | 30 minutes | <i>Social Worker on duty</i> |

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| | <p><i>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> | | | |
| 2. Attends pre-admission conference | <p>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: | | | 5 days, 2 hours and 30 minutes | |

| Admission Phase | | | | |
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| 1. Attend admission conference | <p>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 Pagkalahim ng Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012. 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> |
| 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 | <i>Houseparent</i> |
| 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 | | | |

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| | 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> | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant. | | During the client's first day in the facility | <i>Medical Officer, Nurse</i> |
| | 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> | | | |
| TOTAL: | | | 1 day | |
| Center-based Intervention Phase | | | | |
| | 1.1 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> |
| | 1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 | | During the 2 nd to 7 th day of the client in the facility. | <i>Psychologist, Psychometrician Outsourced service of a psychologist should there be no resident Psychologist/</i> |

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| | years old and above. | | | <i>Psychometrician in the CRCFs.</i> |
| | <p>1.3 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> | | <p>During client's 2nd to 3rd week of in the facility</p> | <p><i>Helping Team/ Multidisciplinary members, Referring Party, LGU Social Worker</i></p> |
| | <p>1.4. 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> | | <p>Within 30 days after admission</p> <p>Within 15 days after admission for the Intervention Plan</p> | <p><i>Social Worker, Client/Resident</i></p> |
| | <p>1.5 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>During the client's 4th week in the facility; monthly</p> | <p><i>Helping Team/ Multidisciplinary Team, Referring Party, LGU</i></p> |

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| | Case conference is also conducted as need arises | | | |
| | 1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary. | | | <i>Helping Team/ Multidisciplinary Team</i> |
| 2. Receives the provisions of the center and various interventions provided | 2.1 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> |
| | 2.2 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 | | Monthly | |
| | 2.3 Reassesses and modifies the intervention plan per developments/ changes along helping process | | During the client's 3 rd month in the facility | <i>Social Worker, Helping Team/ Multidisciplinary Team</i> |

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| | and based on the assessment of other members of the Helping Team/ Multidisciplinary Team. | | | |
| Evaluation and Termination | | | | |
| | 1.1 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> |
| | 2.1 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> |
| 2. Attends pre-discharge conference | 2.1 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 | 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> |

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| | <p>reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan 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> | | | |
| | 2.2 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> |
| 3. Submit to medical examination | The Medical Officer or any available medical | None | One-week prior scheduled discharge | <i>Medical Officer/ Nurse or other medical</i> |

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| | personnel in the facility conduct general medical examination to the client. | | | <i>personnel in the facility</i> |
| 4. 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. | 4.1 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 | <i>Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU</i> |
| | 4.2 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 | | | | |
| | 1.1 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 | None | 3 months to 6 months after discharge | <i>Social Worker, LGU, other Stakeholders, Client, Client's family</i> |

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| | <p>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> | | | |
| | 1.2 Reviews and evaluates the after-care service report and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | Upon receipt of the report | <i>Social Worker</i> |
| | 1.3 Follows up with the LGU for the submission of the aftercare report. | | <p>Within first three months; Monthly</p> <p>For CICL: Quarterly</p> | <i>Social Worker</i> |
| | 1.4 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. | | | |
| TOTAL: | | | 6 months for Center based | |

d. MARILLAC HILLS – NATIONAL TRAINING SCHOOL FOR GIRLS

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client submits for initial interview and assessment | <p>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 protocols and use of available</i></p> | None | 30 minutes | <i>Social Worker on duty</i> |

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| | <p><i>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.</p> <p><i>(Endorsement should be made depending on the Level of Accreditation)</i></p> | | Within 5 days | |
| 2. Attends pre-admission conference | <p>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 | <i>Social Worker, Referring Party, Parents or any available family members</i> |

| TOTAL: | | 5 days, 2 hours and 30 minutes | | |
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| Admission Phase | | | | |
| 1. Attend admission conference | <p>Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility</p> <p>The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping</p> | None | 1 day | <p><i>Helping Team/ Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p> |

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| | Team/Multi-disciplinary Team. | | | |
| 2. Submits self to the inventory of belongings | Conducts an inventory of the client's belongings and records them. | | During the Client's 1 st day in the facility | <i>Houseparent</i> |
| 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>)) | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant. | | | <i>Medical Officer, Nurse</i> |
| | 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>).) | | | <i>Social Worker, Houseparent</i> |
| TOTAL: | | | 1 day | |
| Center-based Intervention Phase | | | | |
| | 1.1 Conducts further interviews with the client to gather additional relevant information on the problem | None | During the client's 1 st day in the facility | <i>Social Worker</i> |

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| | presented as a basis for assessment and recommendation. | | | |
| | 1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | | 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> |
| | 1.3 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. | | During client's 2 nd to 3 rd week of in the facility | <i>Helping Team/ Multidisciplinary members, Referring Party, LGU Social Worker</i> |
| | 1.4 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. | | Within 30 days after admission Within 15 days after admission for the Intervention Plan | <i>Social Worker, Client/ Resident</i> |

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| | 1.5 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 | | During the client's 4 th week in the facility; monthly | <i>Helping Team/ Multidisciplinary Team, Referring Party, LGU</i> |
| | 1. 6 Review and update the Intervention Plan based on the result of the case conference, if necessary. | | During the client's 4 th week in the facility | <i>Helping Team/ Multidisciplinary Team</i> |
| 2. Receives the provisions of the center and various interventions provided | 2.1 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> |
| | 2.2 Monitors the progress of the client in relation to the achievement of goals. The Rehabilitation | | Monthly | |

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| | Team conducts regular case conferences as part of monitoring the case | | | |
| | 2.3 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. | | During the client's 3 rd month in the facility | <i>Social Worker, Helping Team/ Multidisciplinary Team</i> |
| Evaluation and Termination | | | | |
| | 1.1 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> |
| | 1.2 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. | | Upon receipt of P/FCAR submitted by LGU | <i>Social Worker</i> |

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| 2. Attends pre-discharge conference | <p>2.1 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 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</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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| | requested to provide the necessary intervention. | | | |
| | 2.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | | 5 days | <i>Social Worker</i> |
| 3. Submit to medical examination | 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> |
| 4. 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. | 4.1 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 | <i>Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU</i> |
| | 4.2 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. | | After conduct of Discharge Conference. | <i>Social Worker, Client/ Resident</i> |

| Post Center-based Intervention Phase | | | | |
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| | <p>1.1 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> |
| | 1.2 Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | Upon receipt of the report | <i>Social Worker</i> |
| | 1.3 Follows up with the LGU for the submission of the aftercare report. | | Within first three months; Monthly For CICL: Quarterly | |
| | 1.4 After receipt of Progress Report and or detailed information / feedback directly from the client, the Social Worker | | Upon completion of at least 50% of the After-Care Program Plan | |

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| | 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: | | | 6 months for Center-Based | |

e. ELSIE GACHES VILLAGE

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| 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 ACTION | 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. Remarks: In new normal situation/ emerging | None | 30 minutes | Social Worker on duty |

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| | <p><i>infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF. <i>(Endorsement should be made depending on the Level of Accreditation)</i></p> | | Within 5 days | |
| 2. Attends pre-admission conference | <p>2. Conduct of pre-admission with referring party, client's family, and other center staff to discuss the problem of the client in line with his/her admission to the facility</p> <p><i>Remarks: In some cases, like walk-in and emergency,</i></p> | None | 2 hours | <p><i>Social Worker, Referring Party, Parents or any available family members</i></p> |

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| | <i>pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i> | | | |
| TOTAL: | | | 5 days, 2 hours and 30 minutes | |
| Admission Phase | | | | |
| 1. Attend admission conference | <p>Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices 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 Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012.</p> | None | 1 day | <p><i>Helping Team/ Multidisciplinary Team, Referring Party</i></p> <p><i>Social Worker</i></p> |

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|---|--|------|---|-----------------------------------|
| | 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. | | | |
| 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 | <i>Houseparent</i> |
| 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>)) | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant. | | | <i>Medical Officer, Nurse</i> |
| | 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-</i> | | | <i>Social Worker, Houseparent</i> |

| | | | | |
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| | <i>residential facilities)</i> | | | |
| TOTAL: | | | 1 day | |
| Center-based Intervention Phase | | | | |
| | 1.1 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> |
| | 1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | | 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> |
| | 1.3 <i>Gathers additional information from the client, significant others and the worker's own observation on the client</i> <i>At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.</i> | | During client's 2 nd to 3 rd week of in the facility | <i>Helping Team/ Multidisciplinary members, Referring Party, LGU Social Worker</i> |
| | 1.4 Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. | | Within 30 days after admission Within 15 days after admission for the Intervention Plan | <i>Social Worker, Client/ Resident</i> |

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| | <p>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> | | | |
| | <p>1.5 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</p> | | <p>During the client's 4th week in the facility; monthly</p> | <p><i>Helping Team/ Multidisciplinary Team, Referring Party, LGU</i></p> |
| | <p>1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.</p> | | <p>During the client's 4th week in the facility</p> | <p><i>Helping Team/ Multidisciplinary Team</i></p> |
| <p>2. Receives the provisions of the center and various interventions provided</p> | <p>2.1 Implements and facilitates the provision of services to the client towards the improvement of social functioning and rehabilitation goal</p> | <p>None</p> | <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</p> | <p><i>Helping Team/ Multidisciplinary Team</i></p> |

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| | | | and other circumstances of the case and the assessment of the Social Worker. | |
| | 2.2 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 | | Monthly | |
| | 2.3 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. | | During the client's 3 rd month in the facility | <i>Social Worker, Helping Team/ Multidisciplinary Team</i> |
| Evaluation and Termination | | | | |
| | 1.1 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> |

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| | <p>2.1 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.</p> | | <p>Upon receipt of P/FCAR submitted by LGU</p> | <p><i>Social Worker</i></p> |
| <p>2. Attends pre-discharge conference</p> | <p>2.1 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. 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,</p> | <p>None</p> | <p>2 hours</p> | <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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| | <p>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> | | | |
| | 2.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | | 5 days | <i>Social Worker</i> |
| 3. Submit to medical examination | 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> |
| 4. Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, | 4.1 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 | <i>Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU</i> |

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| adoption or foster care. | 4.2 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. | | After conduct of Discharge Conference. | <i>Social Worker, Client/ Resident</i> |
| Post center Based Intervention Phase | | | | |
| | 1.1 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. In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts. | None | 3 months to 6 months after discharge | <i>Social Worker, LGU, other Stakeholders, Client, Client's family</i> |
| | 2.2 Reviews and evaluates the after-care service report, and check | | Upon receipt of the report | <i>Social Worker</i> |

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| | if the agreed aftercare plan/reintegration agreement is achieved or not. | | | |
| | 2.3 Follows up with the LGU for the submission of the aftercare report. | | Within first three months; Monthly | |
| | 2.4 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. | | For CICL: Quarterly | |
| | | | Upon completion of at least 50% of the After-Care Program Plan | |
| TOTAL: | | | 6 months for Center-Based | |

f. SANCTUARY CENTER

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client submits for initial interview and assessment | Conducts initial interview with the client (either walk-in, outreached, referral from the Local Government | None | 30 minutes | Social Worker on duty |

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| | <p>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 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</i></p> | | <p>Within 5 days</p> | |
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| | <i>depending on the Level of Accreditation)</i> | | | |
| 2. Attends pre-admission conference | <p>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 available family members |
| TOTAL: | | | 5 days, 2 hours and 30 minutes | |
| Admission Phase | | | | |
| 1. Attend admission conference | <p>Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and polices 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</p> | None | 1 day | Helping Team/ Multidisciplinary Team, Referring Party |

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| | <p>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 facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.</p> | | | |
| 2. Submits self to the inventory of belongings | Conducts an inventory of the client’s belongings and records them. | | 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>) | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical | | | Medical Officer |

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| | examination and pre-natal check-up 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. (This is not applicable to non-residential facilities) | | | Social Worker, Houseparent |
| TOTAL: | | | 1 day | |
| Center-based Intervention Phase | | | | |
| | 1.1 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 |
| | 1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | | 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. |
| | 1.3 Gathers additional information from the client, significant others and the worker's | | During client's 2 nd to 3 rd week of in the facility | Helping Team/ Multidisciplinary members |

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| | <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>1.4 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> | | <p>Within 30 days after admission</p> <p>Within 15 days after admission for the Intervention Plan</p> | <p>Social Worker, Client/Resident</p> |
| | <p>1.5 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> | | <p>During the client's 4th week in the facility; monthly</p> | <p>Helping Team/ Multidisciplinary, Referring Party, LGU</p> |
| | <p>1.6 Review and update the Intervention Plan based on the result of the case</p> | | | <p>Helping Team/ Multidisciplinary Team</p> |

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| | conference, if necessary. | | | |
| 2. Receives the provisions of the center and various interventions provided | 2.1 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; Six months and beyond depending on the coping of client/ resident and other circumstances of the case and the assessment of the Social Worker. | Helping Team/ Multidisciplinary Team |
| | 2.2 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 | | Monthly | |
| | 2.3 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. | | During the client's 3 rd month in the facility | Social Worker, Helping Team/ Multidisciplinary Team |
| Evaluation and Termination | | | | |
| | 1.1 The Social Worker conducts individual or group session with | None | 3 months prior to discharge | Helping Team/ Multidisciplinary Team, Referring Party, LGU |

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| | 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. | | | Social Worker, Client's family if available |
| | <p>1.2 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> | | Upon receipt of P/FCAR submitted by LGU | Social Worker |
| 2. Attends pre-discharge conference | <p>2.1 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> | None | 2 hours | Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others |

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| | <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> | | | |
| | 2.2 Prepares Termination Report if client is for reintegration and Transfer Summary if the client is for transfer to other SWA. | | 5 days | Social Worker |
| 3. Submit to medical examination | 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 |
| 4. Attends discharged conference and | 4.1 Facilitates discharge conference for the | None | 2 hours | Helping Team/ Multidisciplinary Team, Client, |

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| turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care. | turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care. | | | Family, concerned SWDAs, LGU |
| | 4.2 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. | | After conduct of Discharge Conference. | Social Worker, Client/ Resident |
| Post Center based Intervention Phase | | | | |
| | 1.1 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. | | 3 months to 6 months after discharge | Social Worker |

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| | In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts. | | | |
| | 1.2 Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | Upon receipt of the report | Social Worker |
| | 1.3 Follows up with the LGU for the submission of the aftercare report. | | Within first three months; Monthly For CICL: Quarterly | Social Worker |
| | 1.4 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. | | Upon completion of at least 50% of the After- Care Program Plan | Social Worker |
| | 1.5 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 | | 3 months to 6 months after discharge | Social Worker, LGU, other Stakeholders, Client, Client's family |

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| | <p>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> | | | |
| | <p>1.6 Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not.</p> | | <p>Upon receipt of the report</p> | <p>Social Worker</p> |
| TOTAL: | | | 6 months | |

g. GOLDEN RECEPTION AND ACTION CENTER FOR ELDERLY AND OTHER SPECIAL CASES

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pre-Admission Phase | | | | |
| 1. Client submits for initial interview | Conducts initial interview with the client (either walk-in, | None None | 30 minutes | <i>Social Worker on duty</i> |

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| and assessment | <p>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.</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> <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 | |
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| 2. Submits self to the inventory of belongings | Conducts an inventory of the client's belongings and records them by accomplishing the Inventory/List of Belongings Form duly noted by the admitting officer and witness. | | During the Client's 1 st day in the facility | <i>Houseparent</i> |
| 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. | | | |
| 4. Submits self for examination | 4.1 Refers or submits client for physical examination for further medical assessment. | | | <i>Medical Officer, Nurse</i> |
| | 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 resident's behavior and interact with his/her properly. | | | <i>Social Worker, Houseparent</i> |
| TOTAL: | | | 1 day | |
| Center-based Intervention Phase | | | | |
| | 1.1 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> |
| | 1.2 Conducts initial psychological | | During the 2 nd to 7 th day of the | <i>Psychologist, Psychometrician</i> |

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| | assessment of the client. | | client in the facility. | <i>Outsourced service of a psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs.</i> |
| | <p>1.3 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 Family Capability Assessment (FCA) is also coordinated by the Social Worker to the concerned LGU.</p> | | During client's 2 nd to 3 rd week of in the facility | <i>Helping Team/ Multidisciplinary members, Referring Party, LGU Social Worker</i> |
| | 1.4 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>Within 30 days after admission</p> <p>Within 15 days after admission for the Intervention Plan</p> | <i>Social Worker, Client/Resident</i> |
| | 1.5 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. | | During the client's 4 th week in the facility; monthly | <i>Helping Team/ Multidisciplinary Team, Referring Party, LGU</i> |

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| | Case conference is also conducted as need arises | | | |
| | 1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary. | | | <i>Helping Team/ Multidisciplinary Team</i> |
| 2. Receives the provisions of the center and various interventions provided | 2.1 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> |
| | 2.2 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 | | Monthly | |
| | 2.3 Reassesses and modifies the intervention plan per developments /changes along helping process and based on the assessment of other members of the Helping Team/ | | During the client's 3 rd month in the facility | <i>Social Worker, Helping Team/ Multidisciplinary Team</i> |

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| | Multidisciplinary Team. | | | |
| Evaluation and Termination | | | | |
| | 1.1 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> |
| | 1.2 Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Family Capability Assessment (FCA). | | Upon receipt of FCA submitted by LGU | <i>Social Worker</i> |
| 2. Attends pre-discharge conference | <p>2.1 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</p> | None | 2 hours | <i>Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</i> |

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| | 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. If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention. | | | |
| | 2.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | | One-week prior scheduled discharge | Medical Officer/Nurse or other medical personnel in the facility |
| 3. Attends discharged conference and turnover to the either to the LGU, family, SWA. | 3.1 Facilitates discharge conference for the turn-over of the client either to the LGU, family and SWA. | None | 2 hours | Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU |
| | 3.2 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. | | After conduct of Discharge Conference. | Social Worker, Client/ Resident |
| Post Center-Based Intervention Phase | | | | |

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| | 1.1 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> |
| | 1.2 Reviews and evaluates the after-care service report, and check if the agreed aftercare plan/reintegration agreement is achieved or not. | | Upon receipt of the report | <i>Social Worker</i> |
| | 1.3 Follows up with the LGU for the submission of the aftercare report. | | Within first three months; Monthly For CICL: Quarterly | |
| | 1.4 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. | | Upon completion of at least 50% of the After-Care Program Plan | |
| TOTAL: | | | 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 is:

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 – include 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 hessonites, 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.

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Schedule of appointment for interview/ orientation | Calendar schedule of applicant's interview | None | 5 minutes | Clerk (AAI) Admin Service RSW |

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| | /orientation (Usually Monday) | | | |
| 2. Endorse BIO DATA or referral letter. | 2.1 Interview and orientation proper | | 20 minutes | <i>Social Welfare Officer II</i> SAS-RSW |
| | 2.2 Initial Assessment and intake interview | | 10 minutes | |
| | 2.3 Scheduling of Rehabilitation Team Meeting (RTM) Usually Monday or Tuesday | | 5 minutes | |
| 3. Pre-Admission: Rehabilitation Team Meeting (RTM) | Case conference with applicant, referring agency and RSW | | 2 hours | <i>Rehabilitation Team</i> <i>All Services</i> RSW |
| 4. On the Job Training (OJT) | Assessment period and workshop activity. | | 10 days | |
| 5. Admission Conference-Rehabilitation Team Meeting (RTM) | 5.1 Evaluation assessment reporting for admission or referral to other services outside the center (RSW) | | 30 minutes | <i>Supervising Social Worker</i> SAS RSW |
| | 5.2 Formulation of Intervention Plan 5.2.1 If admitted, endorse to production team 5.2.2 If not admitted, referral to concerned agencies/ institutions (as needed) | | 1 hour | <i>Arnel L. Bautista</i> <i>Center Head</i> RSW All services – RSW |
| 6. Admission | Approval of Intervention Plan Note: Center Head has discretionary authority the approved and | | 5 minutes | |

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| | disapproved the recommendation based on intervention plan pertaining to the availability of fund and other administrative concern. | | | |
| TOTAL: | | | 10 days, 4 hours, 15 minutes | |

i. INANG NAULILA SA ANAK (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 | |
| Original copy of referral letter duly signed by the Head of Office of referring party (1copy) | | | LGU | |
| Original copy of updated social case study report duly signed by the Social Worker and Head of Office (1copy). | | | LGU | |
| Medical Certificate (Original copy) | | | Any government/private hospital | |
| Original copy of psychological assessment(1copy) | | | LGU Psychologist or any accredited psychiatry facility | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Coordinate with the center and submit the required referral documents | 1.1 Receive referral through mailing, coordination and actual submission. | None | 5 minutes | Admin Aide IV INA Healing Center |
| | 1.2 Endorsement to OIC-Center Head for review and instructions | | 2minutes | |

| | | | | |
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| | 1.3 Review of documents, provide direction and endorse to identified SW to handle the case | | 5 minutes | Maribeth Juliet Salinas OIC, INA Healing Center |
| | 1.4 Prepare invitation letter to referring party for a pre-ad conference | | 5 minutes | Assigned SW INA Healing Center |
| | 1.5 Conduct of pre-admission to define the tasks of both the referring and IHC in the management of referred case/s | | 30 minutes | Rehabilitation Team and Referring Party INA Healing Center |
| | 1.6 Prepare and submit confirmation of agreements | | 15minutes | Assigned SW INA Healing Center |
| | 1.7 Review and provide inputs on the draft confirmation letter | | 10 minutes | Maribeth Juliet Salinas OIC, INA Healing Center |
| | 1.8 Return draft confirmation to assigned SWO II for revision and inclusion of inputs | | 10 minutes | SWO II INA Healing Center |
| | 1.9 Endorsed to OIC-Center Head for approval | | 5 minutes | |
| 2.Receive confirmation of agreements Ensure compliance if there is lacking documents | Mailing of approved confirmation of agreements. | None | 5minutes | Admin Aide IV INA Healing Center |
| TOTAL | | | 1 hour and 34 minutes | |
| Admission of Clients | | | | |

| | | | | |
|--|--|------|------------|---------------------------|
| 1. Confirm schedule of admission process | 1.1 If for admission, referring party & IHC schedule for Grief Recovery Program (GRP) Session. | None | 5 minutes | SWO // INA Healing Center |
| | 1.2 Intake interview, conduct of Grief Assessment Scale, Social Functioning Indicator Referral for Psychological Assessment | | 2 hrs | |
| TOTAL: | | | | Psychometrician |
| Pre-Termination | | | | |
| | 1.1 Coordinate with the concerned LGU for pre-termination of case | None | 10minutes | SWO // INA Healing Center |
| | 1.2 Prepare invitation letter to concerned LGU | | 15 minutes | |
| | 1.3. Send invitation letter to concerned LGU through mail/email for Pre-Termination case conference | | 8 minutes | |
| | 1.4. Conduct of Pre-termination case conference | | 30 minutes | |
| | 1.5. Preparation of pre-discharge confirmation of agreements | | 15 minutes | |
| | 1.6. Submit to OIC-Center | | 10 minutes | |

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| | Head for review/inputs on agreements | | | |
| | 1.7. Forward to SWO II for revision and inclusion of inputs | | 10 minutes | |
| | 1.8. Endorsement to OIC-Center Head for approval and signature of the confirmation of agreements | | 2minutes | |
| | 1. 9. Confirmation of schedule of turn-over of transfer summary of clients to concerned LGU. | | 10 minutes | |
| TOTAL: | | | 1 hour & 50 minutes | |
| Post Phase | | | | |
| 1. Request for After Care Service Note: Received Copy of Request for After Care Services from LGU with their plan for the transferred case from IHC | 1.1 Prepare request for After Care Service | None | 15 minutes | SWO // INA Healing Center |
| | 1.2 Send to concerned LGU Note: Provision of appropriate programs and services | | 2minutes | |
| TOTAL: | | | 17 minutes | |

16. 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.

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|--|---|------------------------|-------------------------------|---------------------------|
| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pre-Admission Phase | | | | |
| 1. Client submits for initial interview and assessment | <p>Conducts initial interviews with the clients, parents, or guardians and provides brief orientation on the programs and services of the center.</p> <p>Clients admitted in the Vocational Rehabilitation Centers are either walk-in, outreached or referral from the Local Government Unit (LGU), National Government Agencies, Non-Government Organizations and other entities.</p> <p><i>Remarks: In the new normal, online</i></p> | None | 2 hours | Social Worker |

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| | <i>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 | <p>Accomplishes the intake sheet and submits it to the Supervising Social Worker for case assignment.</p> <p>Provides the list of documentary requirements for compliance of the client’s family, if the client is found eligible to avail of the service</p> <p>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.</p> | | 1 day | |
| 3. Submit self for physical medical examination | <p>Refers the client to the Medical Officer for physical examination. Should the Medical Officer request laboratory tests, the client shall be given one day to comply</p> | | 30 minutes | Social Worker, Medical Officer, Client |

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| | 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 | | 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 | | 45 days | Social Worker (VRC)/ Social Worker (LGU) |
| Admission Phase | | | | |
| 1. Attends the orientation on the facility's programs and services. | 1.1 Orients the client about the facility, its programs and services, exploratory courses, | | 1 hour | Social Worker, Client |

| | | | | |
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| | <p>schedules, rules and regulations including the accommodation procedures of clients (if necessary) with client's conformity. The Social Worker accomplishes Admission Slip.</p> | | | |
| | <p>1.2 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> | | 4 hours | Rehabilitation team |
| | <p>1.3 The social worker calls for the second rehabilitation team meeting to discuss and</p> | | 2 hours | Social Worker, Rehabilitation Team |

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|--|--|------|----------|---|
| | finalize the social rehabilitation goals of clients (indicating rehabilitation indicators, plans and social rehabilitation schedules within 2-3 months). | | | |
| Social Rehabilitation Phase | | | | |
| 1. Attends the social rehabilitation training for two to three months on functional literacy, independent living, personality development, physical functioning, work adjustment, etc. | 1.1 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 |
| | 1.2 Convenes rehabilitation team for an evaluation conference to discuss and assess the results of Social | | 1 hour | Social Worker, Vocational Training Members, Rehabilitation Team |

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|--|--|------|---------------|--|
| | Rehabilitation Training and determine the client's readiness for vocational rehabilitation training. | | | |
| 2. Proceed for the vocational rehabilitation training phase and/ or receives certificate of attendance for the completion on social rehabilitation training program. | 2.1 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. | None | 20 minutes | Social Worker, Clients |
| | 2.2 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. | | 2 hours | Social worker Rehabilitation Team Client |
| 1. Attends to the vocational training services based from the chosen vocation course | 1.1 Refers the client to the vocational training services to acquire skills along his/ her chosen | None | 3 to 9 months | Social Worker, Psychologist/ Psychometrician |

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| | <p>vocational course and duration period from three up to nine months.</p> <p>The psychologist/ psychometrician conducts vocational counselling session to the client for guidance.</p> | | | |
| | <p>1.2 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. The Social Worker consolidates all reports from different services. The social worker updates the Social Case Study Report and intervention plan per results of monitoring and evaluation during the vocational rehabilitation phase.</p> | | | <p>Social Worker, Rehabilitation Team, Trainers SAS Service VPGS Service</p> |
| | <p>1.3 The social worker with the rehabilitation team assesses the results of the vocational</p> | | <p>3 hours</p> | <p>Social Worker, Rehabilitation Team</p> |

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| | <p>rehabilitation training program of the client. If the vocational rehabilitation training is successful, thereafter the rehabilitation team will discuss and agree on plans and schedules for the OJT of client.</p> | | | |
| | <p>1.4 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.</p> | | 1 hour | |
| | <p>1.5 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.</p> | | 3 hours | <p>Social Worker, Placement Officer, Rehabilitation Team</p> |
| | <p>1.6 Prepares the referral letter and MOA/ MOU with employers.</p> | | 1 hour | <p>Social Worker</p> |
| On-the-Job training Phase | | | | |

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|--|--|------|------------|--|
| 1. Attends the OJT based on recommendation of the rehabilitation team. | 1.1 Monitors 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 | None | 2-3 months | Social Worker Placement Officer Client Employer |
| | 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 | | 45 minutes | |
| | Job Placement Phase | | | |
| 1. Avails of open employment, self-employment or sheltered employment | 1.1 Refers client to open employment, self-employment or sheltered employment within three months. | None | 3 months | Social Worker, Placement Officer, Client |
| | 1.2 Submits an evaluation on program implementation citing effects/ benefits to the social worker and members of | | 1 day | Placement Officer, Rehabilitation Team, Employer |

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| | <p>the Rehabilitation Team recommending for the closure of the case having achieved the vocational rehabilitation indicators. 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. The social worker prepares an updated social case study report.</p> | | | |
| Discharge Phase | | | | |

| | | | | |
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| | 1.1 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. 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. The discharge/ termination plan is formulated with the client and other stakeholders prior to actual termination | None | 2 hours | Social Worker, Client, Family Member, Referring Party/LGU |
| | 1.2 Calls for the final discharged conference with family member and referring party to finalize the discharged plan. | | 2 hours | Rehabilitation team Referring party/ LGU |
| 2. Accomplishes Client | 3. Administers satisfaction survey either | None | 10 minutes | Social Worker, Client |

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| Satisfaction Survey | <p>online or personal fill-in the form.</p> <p><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></p> | | | |
| Post Discharge | | | | |
| | <p>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.</p> <p><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></p> | None | 3-6 months after discharge | Social Worker |
| TOTAL: | | | 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 refer 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.

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|---|---|------------------------|----------------------------------|--|
| 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 If non-4Ps beneficiary, any valid ID | | | Issued by the assigned City Link | |
| CLIENT STEPS | AGENCY ACTION | 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. | 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 the intake of grievances. | None | 5 minutes | <i>Officer-of-the-Day/ Assigned Focal Person / Grievance Officer</i> |
| 3. Provide details about the grievance and supporting | 3.1. Encode the grievance correctly and completely in | None | 20 mins | |

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| documents, if available, depending on the type of grievance reported. | the GRS Information System/Tracker. | | | |
| | 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 | | | |

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| | contacted thru his/her mobile number. | | | |
| | 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. | | 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 | | 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 | | 2 Days | <i>Assigned Focal Person</i> |
| | 5.5 Provide the client update/ feedback about the status of his/her grievance either thru SMS or Phone Call. | | 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 System or tracker | | 10 minutes | <i>Assigned Focal Person</i> |
| TOTAL: If grievance is resolved outright If grievance if referred to FO for resolution & feedback is provided to the client | | | 33 minutes 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 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 Anti Red-Tape Authority (ARTA): Presidential Complaint Center (PCC) Contact Center ng Bayan (CCB): | <p>complaints@arta.gov.ph/ info@arta.gov.ph/ pcc@malacanang.gov.ph/ Call: 8888 SMS: 0908-881-6565/ Call: 165 56 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.

| | | | | |
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| 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/citizen-s-charter) | |
| CLIENT STEPS | AGENCY ACTION | 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 minutes | <i>Regional Monitoring and Evaluation Officers (RMEOs)</i> |
| | 1.3 Acknowledgement and assessment by the Regional Monitoring and Evaluation Officers | | 1 day | |

| | | | | |
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| | (RMEOs) at the RPMO. ** If Primary Data, endorse the request to the concerned Office/technical staff. ** If Secondary Data, determine if the data that are being requested are public or classified based on the submitted documents. | | | |
| 2. Receive requested data and fill out the client survey form | 2.1 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 | Regional Monitoring and Evaluation Officers (RMEOs) |
| | 2.2 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 form. | | 1 day | |
| | 2.3 If the data needs to be generated, data generation shall be undertaken by the RMEOs. | | 5 days | |
| | 2.4 Preparation of memo endorsement to RD for approval. | | 6 hours | |
| | 2.5 If the data request is approved, provide the data request to the client and submit a request to accomplish the | | 4 hours | |

| | | | | |
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| | client satisfaction measurement form | | | |
| | 2.6 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 | |
| | 2.7 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 | |
| | 2.8 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department / Pantawid Pamilya RPMO will be prepared by the RMEOs prior to the release of data requested. | | 6 days | |
| | 2.9 Sharing of the draft MOA to the client for review. | | 4 hours | |
| | 2.10 Review of the MOA and endorsement of comments/inputs to RMEO from the Legal Section/Service or Concerned Technical staff. | | 3 days | <i>Legal Service/ Technical Staff</i> |

| | | | | |
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| | 2.11 Revision of the MOA based on the Legal Service/Section's/C oncerned Technical staff's comments. | | 3 days | Regional Monitoring and Evaluation Officers (RMEOs) |
| | 2.12 Sharing of MOA to the client. | | 6 days | |
| | 2.13 Acknowledgement of receipt of MOA approved by the client. | | 4 hours | |
| | 2.14 Preparation of communication to client regarding MOA signing | | 3 days | |
| | 2.15 Signing of MOA with the client | | 1 day | |
| | 2.16 Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form. | | 4 hours | |
| | 2.17 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 | |
| TOTAL: | | | | |
| 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 | <p>All Client Satisfaction Survey Forms will be validated and recorded</p> <p>Feedbacks requiring actions will be discussed to the concerned Staff and required to submit incident report three (3) days after the initial discussion;</p> <p>Feedbacks will be relayed to the concerned client;</p> |
| How to file a complaint | 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 | <p>Walk-in Client: Writing formal letter to the client through email or courier service;</p> <p>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;</p> <p>From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</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>8888</p> |

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.

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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit / call SLP Office Register in the walk-in client’s logbook 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 minutes | <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 | | 20 minutes | <i>RPMO or Field Project Development Officer Walk-in Clients</i> |
| | 1.3 Issue SLP Walk-In Clients Slip to Walk-in Client, certify that client | | 20 minutes | <i>Project Development Officer</i> |

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| | 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> | | | |
| | 1.4 Assess /Validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institution | | 1 day | Leonita Cajes Regional Focal for Referral RPMO Project Development Officer |
| | 1.5 Data encoding of client's profile in the SLP Referral Management System (SLP RMS) | | 20 minutes | RPMO or Field Project Development Officer And Administrative Assistant (AA) |
| | 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> | | Pantawid (1 day) Non-Pantawid (2 days) | Eva Rosales RPMO Project Development Officer |
| 2. Receive Information letter | 2.1 Endorse to referral cluster for appropriate action | None | 1 hour | Leonita Cajes RPMO Project Development Officer |

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| | <p>2.2 Inform the client/s on the result of the name matching:</p> <p>a. If client is eligible proceed to capbuild – Proceed 7.1</p> <p>b. If no matched – NTHU to conduct HAF or SLP Means Test</p> <p>b.1. Conduct home visitation to Administration to HAF.</p> <p>b.2. Administer SLP Means Test</p> <p>c. If non-poor refer to other institution</p> <p><i>Note: Field Offices with Island Municipality Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the prescribed timeline due to the distance and travel time.</i></p> | | 1 day | <i>Field PDO, IPDO and MPDO</i> |
| | <p>2.3 Administer the Livelihood Assessment Form (LAF)</p> <p>If eligible proceed to 3</p> <p>If not eligible refer to other institution</p> | | 1 day | <p><i>PDO</i></p> <p><i>Jesus Bermido Jr. / Jessa Christie Cadiang Partnership Officers</i></p> |
| 3. Attend Capacity Building | <p>Qualified individuals will undergo on the following activities:</p> <p>a.) Conduct Capacity Building</p> | None | 3 days and 5 hours | <i>Field Project Development Officer</i> |

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| | 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> | | 1 day | <i>Provincial Coordinator</i> <i>RPMO Project Development Officers</i> <i>Regional Review Committee (RRC)</i> |
| | 4.3 Prepare project | | 2 days | Regional Monitoring and Evaluation for |

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| | proposals for fund processing. <i>The proposal has been approved by the RD, then forwarded to FMD</i> | | | Finance (RMEF) |
| | 4.4 Prepare Obligation Report | | 2 days | Budget Officer/ SLP Mainstreamed Staff |
| | 4.5 Prepare /process voucher | | 3 days | Accountant/ Mainstream Staff |
| | 4.6 Monitor the issuance of the approved check for disbursement. | | 1 day | Cashier /Mainstreamed Staff |
| | 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> | | 1 day | Field Project Development Officer |
| 5. Receive the livelihood assistance | Release of livelihood assistance grants | | 1 day | Regional Cashier |
| TOTAL: | | | 19 days, 7 hours and 10 minutes | |

2. Grievance Management Process for SLP

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|--|---|--|---|--|
| 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 | |
| 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 | |
| Supporting documents | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Regional Program Management Office (RPMO) Level | | | | |
| 1. Fill-out the SLP Grievance Intake Form and register to walk-in complainant logbook 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-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO | | 20 minutes | |

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| | Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | | | |
| | <p>1.4 Grievances are assessed and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms.</p> <p>Prepare letter of acknowledgement.</p> <p>Encoding to Database the deployment of Fact-Finding Team.</p> | | 30 minutes | <p>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 Grievance</p> | | 20 days | SLP Regional Grievance Management Committee (RGMC) |

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| | <p>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 | |
| | 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 | | 1 day | SLP Regional Grievance Management |

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| | endorsing to concerned OBSUs towards the resolution of the grievance | | | Committee (SLP RGMC) |
| | 1.10 Provide feedback to the complainant on the action taken | | 1 day | <i>Ana Camille Lucas</i> 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 | | | |
| | 1.15 SLP RGMC gathered information/ documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is | | | |

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| | <p>concerned to the Civil Service Commission</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> | | | |
| | <p>1.16 SLP RGMC gathered information/ documentation in the form of Grievance Management Report for submission to the Regional Director for action.</p> <p>The DSWD Central Office or Field Office lawsuits against the stakeholder</p> | | | |
| | <p>1.17 SLP RGMC gathered information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.</p> | | | |
| | <p>1.18 Issuance of Resolution based on the decision by the authority</p> | | 1 day | <p>Ana Camille Lucas-Pelalia GRMO</p> |
| | <p>1.19 If Resolution was issued by the:</p> <p>PC – Appeal processed by the SLP RGMC</p> | | 1 day | |

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| | SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC | | | |
| | SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned | | | |
| | 1.20 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 | |
| TOTAL: | | | 43 days, 1 hour and 10 minutes to 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 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 | 10 minutes | Ana Camille Lucas-Pelalia GRMO |
| | 1.2 Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook | | 10 minutes | |

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| | 1.3 Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | | 20 minutes | |
| | 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 PGMO 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 | | 4 – 13 days | |

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| | essential information in order to determine the reasons/factors that trigger the filing of grievance. | | | |
| | 1.8 The Data gathered and essential information will be part of the endorsed documents to RPMO. | | 1 day | |
| | 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. | | 1 day | |
| TOTAL: | | | 9 days,1 hour and 10 minutes – 19 days, 1 hour and 10 minutes | |
| SLP Municipal Level | | | | |
| 1. Fill-out the SLP Grievance Intake Form and register to walk-in complainant logbook 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 | | 11 minutes | |

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| | <p>register in the Walk-in Complainant Logbook</p> | | | |
| | <p>1.3 Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction</p> <p>Measurement Report Form in the provision of technical assistance and initial intervention</p> | | 20 minutes | |
| | <p>1.4 Grievances are assessed (e.g., <i>involvement of PDO</i>) and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms, prepare letter of acknowledgement.</p> <p>Encoding to Database</p> | | 30 minutes | Ana Camille Lucas-Pelalia GRMO |
| | <p>1.5 Non-Cognizable Grievance (Simple Transactions)</p> <p>The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p> | | 3 days | |
| | <p>1.6 All major grievances are endorsed to RPMO</p> | | 1 day | |

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| | 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 executed and followed by the involved persons/parties. | | 1 day | |
| TOTAL | | | 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 | <p>All Client Satisfaction Survey Forms will be validated and recorded by the cluster M & Es and reported to the RMEO</p> <p>Feedbacks requiring actions will be discussed to the concerned Staff and required to submit incident report three (3) days after the initial discussion;</p> <p>Feedbacks will be relayed to the concerned client;</p> <p>For inquiries and follow-ups, clients may contact the SLP-NCR through landline 83102135 loc.303 or email at livelihood.foncr@dswd.gov.ph</p> |
| How to file a complaint | 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 | <p>Walk-in Client: Writing formal letter to the client through email or courier service;</p> <p>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;</p> <p>From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</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>8888</p> |

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)s are done in an effective, efficient, timely, and coordinated manner.

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| 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 ACTION | 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 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 | | 10 minutes | Benjie Barbosa DRMD Chief |
| | 1.3 Review, validate, and assess the request by the concerned Section Head through the LDRRMC of requesting LGU, or through review of the following | | 2 hours | DRRS Head |

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| | 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 | | 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 | | 30 minutes | <i>DRRS Head</i> |
| | 1.6 Prepare RIS/IF and response letter to LGUs | | 1 hour | |
| | 1.7 Review all documents; provide recommendation; affix initials on applicable documents | | 1 hour | <i>Benjie Barbosa DRMD Chief</i> |
| | 1.8 Review all documents and provide recommendations; sign and put initials on applicable documents | | 1 hour | <i>Miriam C. Navarro OIC - Assistant Regional Director for Operations (ARDO)</i> |
| | 1.9 Review all documents for approval/disapproval | | 1 hour | <i>Atty. Michael Joseph J. Lorico Regional Director (RD)</i> |
| | 1.10 Send Response Letter to requesting LGU through DRMD Administrative | | 1 hour | <i>Bengie Barbosa DRMD Chief</i> |

| | | | | |
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| | Staff; and forward RIS/IF, Assessment Report, and LGU Request Letter to Warehouse Staff for release of goods | | | |
| | 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 | | 2 hours | |
| | 1.12 Submit any of the following: a. Summary Report b. Feedback Report c. Signed RIS d. FNFI Augmentation and Delivery Report | | 1 hour | <i>DRMD Staff</i> |
| TOTAL: | | | 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: drmd.foncr@dswd.gov.ph 8-733-0010 loc.117</p> |
| 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: drmd.foncr@dswd.gov.ph 8-733-0010 loc.117</p> |
| 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: drmd.foncr@dswd.gov.ph 8-733-0010 loc.117</p> |
| 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: drmd.foncr@dswd.gov.ph 8-733-0010 loc.117</p> |
| 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.

| | | | | |
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| 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 ACTION | 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 the request to the Information | | 10 minutes | <i>Project Development Officer</i> |

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| | <p>Technology Officer for matching</p> <p>Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.</p> | | | |
| | <p>1.4 Process the name matching request.</p> <p>* Manual verification</p> <p>* Running of name matching application</p> <p>*Note: 1day processing time if the ITO is on official travel</p> | | 5 minutes | <i>Information Technology Officer</i> |
| | 1.5 Review and archive result. | | 5 minutes | |
| | 1.6 Endorse result to the PDO | | | |
| 2. Receive Name Matching Result and fill up CSMS Form | 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: | | | 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.

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|--|--|-----------------|----------------------------------|--------------------------|
| 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 ACTION | 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 | | | |

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| | 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 | | 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 | | 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 will be scheduled including preparation of documentary | | minutes | <i>Project Development Officer</i> |

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| | 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. | None | 2 hours | <i>NHTO Advocacy and Capacity Building Section (ACBS)/ NHTS Inspection Team</i> |
| | 2.2. Hand-over of the copy of the law, its IRR and the issuances of the NPC | | | |
| 3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to the NHTO/NHTS | 3.1 Review all submitted documentary requirements including MOA submitted by the requesting party. | None | 2 hours | <i>Project Development Officer</i> |
| | 3.2 Make a schedule with the requesting party on the inspection Meeting | | | <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 Inspect the IT facilities of the requesting party Collection of documentations | None | 1 day | NHTO IT Inspection Team/ NHTS Inspection Team |

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| | <p>based on data requirements</p> <p>*Note: NHTS conduct signing of the certifications of the inspection completion and exit conference</p> | | | |
| | <p>4.2 Certifications will be attached to the MOA and endorsed to the Department's Data Protection Officer.</p> | | 35 minutes | <i>NHTO Director/ RFC</i> |
| | <p>4.3 Assess the MOA, its purpose, and attachments.</p> | | 1 day | <i>DSWD Data Protection Officer</i> |
| | <p>4.4 Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing.</p> | | 3 days | <i>Atty. Michael Joseph J. Lorico</i> Regional Director Sec. Rex Gatchalian DSWD, Secretary |
| | <p>4.5 The approved request is endorsed to the ITO to assess if the attached electronic copy of names is in accordance with the template required.</p> <p>If not in accordance with the required template- inform the</p> | | 1 hour | <i>Information Technology Officer</i> |

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| | requesting party for revision If in accordance- ITO shall inform the administrative staff of the schedule of release of the results | | | |
| | 4.6 Process the request on a set deadline, depending on the volume or number of names to be matched. | | 20 days (maximum 300,000 names) | |
| | 4.7 Review result of name matching | | 3 days | NHTO QMS/ NHTS Information Technology Officer |
| | 4.8 Secure the data by adding password protection to the file. | | 1 hour | Information Technology Officer |
| | 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. | | | NHTO DPS Head and QMS Head/ |
| | 4.11 Finalize the memo, | | | |

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| | attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit. | | | <i>NHTS Section Head/ PDO</i> |
| | 4.12 Sign the memo/ endorsement letter. | | | <i>NHTO Director/ NHTS Regional Director</i> |
| | 4.13 Track and scan the documents before releasing the result to the requesting Party. | | | <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: | | | 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).

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| 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 | | | | |
| 7. Certificates: (a.) Certificate of orientation on the DPA, (b.) Certification on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c.) Physical Setup Certification and (d.) Organizational, Technical, and Security Setup Certification | | | NHTO/ NHTS PDO and ITO | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Endorse the letter of request with attached e-copy of the data requirements to NHTO/ NHTS. | 1.1 Receive and record the request in the document transaction/ tracking system. | 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. | | | |

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| | 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 | | 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 | | 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 If approved- the orientation will be scheduled including preparation of documentary requirements for submission. If disapproved- Inform the | | 30 minutes | <i>Project Development Officer</i> |

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| | requesting party of the disapproval. End of process. | | | |
| 5. Requesting Party will attend the scheduled orientation with the NHTO ACBS/ NHTS Inspection Team. | <p>5. Orient the requesting party on Listahanan, Data Privacy Act, data sharing policy and requirements.</p> <p>The Requesting Party will attend the scheduled orientation with the NHTO ACBS /NHTS Listahanan Inspection Team.</p> | 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 meeting | | | <i>NHTO IT Division Chief/ NHTS Listahanan Inspection Team</i> |
| 7. Requesting party will present their IT facilities to the NHTO Inspection Team. | <p>7.1 Requesting party will present their IT facilities to the Inspection Team.</p> <p>The IT Inspection Team will inspect the IT facilities of the requesting party and</p> | None | 1 day | <i>IT Inspection Team</i> |

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| | issuance of Certifications (Physical Setup Certification and Organizational, Technical and Security Setup Certification). | | | |
| | 7.2 Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer. | | 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. | | 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 data processing. | | 3 days | <i>DSWD Office of the Secretary Central Office/ NHTS Regional Director</i> |
| | 7.5 Process the request. | | 3 days | <i>Information Technology Officer</i> |

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| | 7.6 Review result of the data generation | | 1 day | NHTO Quality Management Section (QMS)/ NHTS Information Technology Officer |
| | 7.7 Secure the data by adding password protection to the file. | | 1 day | Information Technology Officer |
| | 7.8 Prepare Data Release Form (DRF), draft memo replies 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 | | | |
| | 7.9 Counter sign in the DRF. | | | NHTO DPS Head and QMS Head/ NHTS Section Head/ PDO |
| | 7.10 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit. | | | NHTO IT Division Chief/ NHTS PDO |

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| | 7.11 Track and scan the documents before releasing the result to the requesting Party. | | 5 minutes | <i>Administrative Assistant</i> |
| 8. Call NHTO/NHTS for retrieval of password upon receipt of the result. | Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines. | None | 5 minutes | <i>Information Technology Officer</i> |
| 9. Submit Listahanan Data Utilization / Feedback Report | 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: | | | 11 days, 2 hours, 55 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> | | | | |

4. Data Sharing: Statistics/ Raw Data Request

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

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| 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 ACTION | 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 | | 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 requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is | | 5 hours | <i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i> |

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| | 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. | | 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> – Return the generated statistical/ raw data will be to the Associate Statisticians for revisions. b. <i>Accurate</i> – Submit the generated statistical/ raw data to the NHTO Operations Division Chief/ NHTS PPD Chief. | | 5 hours | <i>NHTO Head Statistician / NHTS RFC</i> |
| | 1.9 Review facilitated data, | | 5 hours | <i>NHTO Operations</i> |

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| | <p>countersign reply letter/ memorandum and endorse to the NHTO Director/ NHTS Regional Director for approval and release.</p> | | | <p><i>Division Chief/ NHTS PPD Chief</i></p> |
| | <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> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p> | | 5 hours | <p><i>NHTO Director/ NHTS Regional Director</i></p> |
| 2 Receive the data requested | <p>2 Facilitate the release of the <i>approved</i> data request to the requesting party.</p> <p><i>Administer the CSMS form per CART guidelines</i></p> | None | 10 minutes | <p><i>Administrative Assistant</i></p> <p><i>Associate Statisticians</i></p> |
| 3 Submit Listahanan Data Utilization/ Feedback Report | <p>3 The assigned Project Development Officer will follow up the feedback report from the end-user to</p> | None | 1 months upon receipt | <p><i>Project Development Officer</i></p> |

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| | ensure its compliance stated in the accomplished MOA. | | | |
| TOTAL: | | 4 days, 1 hour, 20 minutes | | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback | Fill out the feedback form to be provided by the Administrative Officer and drop it in the designated dropbox or email to nhtspr.npmo@dswd.gov.ph |
| How feedbacks are processed | <p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p> |
| How to file a complaint | <p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p> |
| How complaints are processed | <p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action.</p> <p>Complaints officer shall provide feedback to the client.</p> |
| Contact Information of CCB, PCC, ARTA | <p>(NHTO) nhtspr.npmo@dswd.gov.ph VOIP No.: 88872 WiServ: Listahanan<space>complaint/ Message send to 0918 912 2813 (CCB) SMS: 0908 881 6565 Call : 165 56 email@contactcenterngbayan.gov.ph FB: 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 |
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| Classification: | Highly Technical |
| Type of Transaction: | 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 | <p>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</p> <p>Any DSWD Field Office – Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR</p> <p>DSWD- Field Office NCR - STANDARDS SECTION (Room 204) 389 San Rafael cor. Legarda St. Sampaloc, Manila</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</p> <p>Annex 2. DSWD-SB-PSF-001: Application Form</p> |
| 2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application *Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA | <p>Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City.</p> <p>Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</p> |
| 3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government | Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City. |

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| agencies that has jurisdiction to regulate the applicant organization or agency. *Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA | 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. | https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 5. DSWD-SB-PSF-003: Project Proposal |
| 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 | https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 6. DSWD-SB-PSF-004: Profile of Governing Board |
| 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. | 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 | From the Agency that allow applicant to undertake solicitation activities in their jurisdiction. |

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| 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head of authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others | |
| 9. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's record section | 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) | 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. | 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) | 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 | 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) | 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 | Concerned LGU where the applicant is based. |

| connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020. | | | | |
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| 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure application form thru the DSWD Website or from the Field Office | Client secures or provided with application form and checklist of requirements | None | 5 minutes | Support Staff – Standards Section DSWD Field Office |
| 2. Payment of Processing Fee | Receive payment for the required processing fee and issue official receipt (OR) | Php 1,000.00 | 10 minutes | Receiving Staff – Cash Division Finance Service Unit DSWD Field Office |
| 3. Submit/ file application documents | 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 | 3 days | Focal Person – Standards Section DSWD Field Office |
| | If found incomplete or non-compliant, 3.1 b Communicate with the applicant citing reason/s for non-processing and denial. | | | |
| | 3.2Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for | | | |

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| | <i>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 application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office | None | 7 days | <i>Focal Person – Standards Section DSWD Field Office/Section Head/Division Chief/Regional Director DSWD Field Office Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau</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 | | 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 | | 1 day | <i>DSWD – Central Office Assistant Secretary</i> |

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| | Fund-Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval | | | |
| | 4.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign to the office of the Secretary with recommendation of approval and signing of Permit/Certificate of Authority to Conduct National Fund-Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval | | 1 day | <i>Undersecretary</i> |
| | 4.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund-Raising Campaign by the Secretary or his/her authorized representative. Note: If disapproved, return to the Standards Bureau and provide reason for disapproval | | 2 days | <i>DSWD Secretary or Authorized Representative</i> |

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| | If disapproved to requirements: <i>1.1 Call the attention of the concerned DSWD Field Office and communicate citing reasons for non- processing and denial.</i> | | 3 days | <i>Technical Staff – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</i> |
| 5. Issuance of Permit | 5.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter | | 1 hour and 30 minutes | <i>Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office</i> |
| | 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 | | Php 1,000 | 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

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| Office or Division: | Standards Section – DSWD Field Office NCR | |
| Classification: | Complex Transaction | |
| Type of Transaction: | 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 | | 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 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 | | https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 5. DSWD-SB-PSF-003: Project Proposal |
| 3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children’s beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i> | | Applicant |
| 4. Duly signed Social Case Study Report and endorsement | | |

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| from the Local Social Welfare and Development Office (LSWDO) | |
| 5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's record section | |
| 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. | |
| 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) | 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. | 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 | Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or; |

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| | 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 | https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 5. DSWD-SB-PSF-003: Project Proposal |
| 3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children's beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.</i> | Applicant |
| 4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility | |
| 5. Board Resolution or any document authorizing the conduct of public solicitation | 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 |
| 6. 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-010: Fund Utilization Report |
| 7. Official Receipt as proof of payment of processing fee issued by the concerned DSWD-FO Finance Management Service/Unit (FMS/U) | Applicant |
| 8. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way | Concerned LGU where the applicant is based. |

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| connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020. | |
| 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 | 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 | 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. 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 | 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. | |
| 5. Updated Profile of Governing Board or its Equivalent in Government Organizations | https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or ; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board |
| 6. Board Resolution or any document authorizing the conduct of public solicitation | 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 |

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| 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> | Applicant |
| 8. Pledge of Commitment | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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 | Applicant |
| 10. Fund Utilization Report of proceeds and expenditures | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p> |
| 11. Sample of additional specific requirements for each | Applicant |

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| <p>methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p> | |
| <p>12. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p> | <p>Applicant</p> |
| <p>13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p> | <p>Concerned LGU where the applicant is based.</p> |

| D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds | |
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| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <p>Standards Section (SS) of the concerned DSWD Field Office</p> <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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 | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |
| 3. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization | Applicant |
| 4. 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;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> | Applicant |

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| <p>e. Written request such as envelops, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p> | |
| 6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant | Applicant |
| E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <p>Standards Section (SS) of the concerned DSWD Field Office</p> <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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 | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |
| 3. Board Resolution or any document authorizing the conduct of public solicitation | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p> |

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| 4. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children's beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child</i> | Applicant |
| 5. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility | |
| 6. Fund Utilization Report of proceeds and expenditures | https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or , https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| 7. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms 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, | Applicant |

| newspapers, billboards and other similar forms | | | | |
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| 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 | | | | |
| 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. | | 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 ACTION | 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 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 | None | 2 Hours | Standards Section Technical Staff |
| | 1.2 a If complete, forward application documents to the Standards Section Support | | | |

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| | <div>Staff, for tracking</div> <div>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</div> | | | |
| 2. Receives reference number for tracking | <div>2.1 Receives application documents and logs its receipt into the document tracking system</div> <div>2.2 Provides the applicant with document reference number for easy tracking either in person, courier or e-mail.</div> <div>2.3 Prepares billing statement for the payment of the processing fee to Cash Section</div> <div>2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office</div> <div>If the application documents are</div> | None | 1 hour | Standards Section Support Staff |

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| | 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 | 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 | Cash Section Cashier/ Support Staff |
| 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 | None | 1 hour | Standards Section Support Staff |
| | 4.2 Routes the complete application documents including photocopy of 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 |

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| | 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 Conforme Letter and endorse the same to the Section Head for review.</i> <i>If found non-eligible, noncompliant or both, technical staff immediately or within the day of receipt of</i> | None | 1.5 days | Technical Staff Standards Section |

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| | 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 | | | |
| | 5.5 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 | None | 1 day | Section Head Standards Section |
| | 5.6 Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising | None | 1 day | Division Chief Concerned Division |

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| | <p>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/input s/corrections and return the same to the technical staff</i></p> | | | |
| | 5.7 Logs its receipt to the Document Tracking System | None | 30 minutes | Office of the Regional Director Support Staff |
| | <p>5.8 Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief</p> <p>Concerned Division Chief receives and reviews application for solicitation permit and the prepared</p> | None | 1.5 days | Regional Director DSWD Field Office |

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| | <p>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> | | | |
| | 5.9 Logs its receipt to the Document Tracking System | | | |
| | 5.10 Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director | | | |
| | 5.11 The Regional Director reviews application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign | | | |

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| | <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> | | | |
| 5.12 Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System | None | 20 minutes | Concerned Division Chief Support Staff | |
| 5.13 Endorse the same to the Standards Section Head, for further instructions | | | | |
| 5.14 Receives approves Solicitation Permit/ Certificate of Authority to | | 1 hour | Section Head Standards Section | |

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| | 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 | | | |
| | 5.15 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> |
| | 5.16 Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant | | | |
| | 5.17 Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its | | | |

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| | return to the Standards Section for consolidation | | | |
| | 5.18 Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division | | | |
| 6. Receipt of the signed and approved Solicitation Permit | 6.1 Issuance of the Solicitation Permit to the successful applicant | None | 10 minutes | Standards Section Technical/ Support Staff Applicant |
| | 6.2 Acknowledge/ receives signed and approved Solicitation Permit and sign Conforme Letter | | | |
| | 6.3 Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office | | | |
| Total No. of Days | | | Seven (7) working days | |
| Complete but non-Compliant and/or Incomplete Submission | | Php500.00 | 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.

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| 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 | 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 | https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or ; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal | |
| 3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | 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 | |

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| <p>5. Additional Requirements for Persons</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund-raising activity</p> | Applicant |
| 6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) 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. | 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. | <p>Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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 | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <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 | <p>https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or;</p> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p> |
| 4. 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;</p> |

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| | 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 | |
| 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. | Concerned LGU where the applicant is based. |
| C. For Corporations, Organizations or Associations including SWDAs and Religious Organization | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | 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 | https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf |

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| | 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 |
| 4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12) | Annex 7 - DSWD-SB-PSF-006: Undertaking https://www.dswd.gov.ph/downloads-formsdownloads-public solicitation forms/ or ; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| 5. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and 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 | Applicant |
| 6. Official Receipt as proof of payment of processing fee issued | Applicant |

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| by the concerned DSWD CO-FO Finance Management Unit (FMU) 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. | 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 | 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 | https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or ; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 5 - DSWD-SB-PSF-003: Project Proposal |
| 3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | 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. Sample of additional specific requirements for each methodology to be used, such as: | 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 envelops, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p> | | | | |
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| <p>6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant</p> | | Applicant | | |
| <p>Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.</p> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)</p> | | | | |
| <p>1. Submission of Application</p> | <p>1.1 Determine whether the submitted documents are complete.</p> <p>If complete, receive the documentary</p> | <p>Php 500.00</p> | <p>30 minutes</p> | <p>Support Staff – Standards Section DSWD Field Office</p> |

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| | requirements and provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System. | | | |
| | 1.2 Prepares billing statement for the payment of the processing fee to Cash Section | | | |
| | 1.3. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. | | | |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| 2. Awaits the result of Assessment | 2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation | None | 4 hours | NFRC Focal Person – Standards Section – DSWD Field Office |

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| | <div> <div> activities, collateral interview and/or agency visit, if necessary. If found compliant to eligibility and documentary requirements </div> <div> 2.2a Prepare Solicitation Permit/Certific ate and confirmation letter of Authority to Conduct National Fund- Raising Campaign for endorsement to the Office of the Secretary </div> <div> 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 </div> <div> Step 2b – If found noncompliant to eligibility and documentary requirements </div> </div> | | | |
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| | 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 | | | Chourie Lou Ann Tigneneng OIC-Head, Standards Section |
| | 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 | None | 3 hours | Lily C. Demabildo OIC-Chief, PPD |

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| | 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 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 | Atty. Michael Joseph J. Lorico Regional Director |
| 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 | | 30 minutes | Standards Section – DSWD Field Office |
| TOTAL: Complete &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 | | | | |
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| 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. | Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff. | None | 10 minutes | <i>Standards Section Support Staff in-charge of incoming documents</i> |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| 2. Awaits the result of Assessment | 2.1 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary. Step 2a – If found compliant to eligibility and documentary requirements | 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 | | | |

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| | <div> <div>Campaign for endorsement to the Office of the Secretary</div> <div>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</div> </div> | | | |
| | <div> <div>If found non-compliant to eligibility and documentary requirements</div> <div>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.</div> </div> | None | 2 hours | <div> <div>NFRC Focal Person – Standards Section – DSWD Field Office</div> </div> |
| | <div> <div>3.1 Review and Sign assessment report with complete application documents</div> <div>3.2 Prepared Certificate of Authority to</div> </div> | None | 3 hours | <div> <div>Chorrie Lou An Digneneng OIC-Head, Standards Section</div> </div> |

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|-------------------------------------|---|------|------------|---|
| | 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 Conduct Regional Fund-Raising Campaign | None | 3 hours | <i>Lily C. Demabildo</i> OIC, Policy and Plans Division |
| | 4.2 Endorse the same to the Office of the Regional Director with recommendati on for approval and signing of Permit/Certific ate 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>Atty. Michael Jospeh J. Lorico</i> <i>Regional Director</i> |
| 6 Receive the Certificate | Release/ transmits the approved/sign ed permit to the applicant with a letter of | None | 30 minutes | <i>Standards Section – DSWD Field Office</i> |

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| | instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | | | |
| 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: <i>If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office</i> | | | | |
| Note 2: <i>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 amour of the Applicant</i> | | | | |

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.

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| Office or Division: | DSWD Field Office – Standards Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | 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 | | |
| 1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary’s advisory, during state of public health emergency, Application need not be notarized) | | 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 <i>Annex 1. DSWD-RLA-F001 Application Form for Registration</i> | | |
| 2. 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. | | 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: | | | | |
| Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes. | | https://www.dswd.gov.ph/downloads2/publications1 <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i> | | |
| Brochure | | https://www.dswd.gov.ph/downloads2/publications1 <i>Annex 5. DSWD-RLA-F005 Brochure</i> | | |
| Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency | | https://www.dswd.gov.ph/downloads2/publications1 <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i> | | |
| 4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 | | Applicant | | |
| Note to Applicant: <i>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.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | 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 | | <i>Support Staff</i> (Standards Section- Field Office) |
| 2. Submit/ file application and supporting documents. For applicant organization with complete requirements, receive the acknowledgment receipt of the submitted requirements. For incomplete requirements, the applicant organization shall sign the acknowledgment of the returned documents and the checklist of the lacking requirements | 2.1 Determine whether the submitted documents are complete. | None | 30 minutes | <i>Support Staff in charge of all incoming documents</i> (Standards Section- Field Office) <i>Officer of the day</i> (Standards Section- Field Office) |
| | 2.2 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. | | | |
| | 2.3 Logs its receipt in the document tracking system (DTMS). | | | |
| | 2.4 Provides the walk-in applicant with document reference number for easy tracking. | | | |
| | 2.5 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant | | | |
| 3. If Complete, Settle the required processing fee and make | 3.1 Prepares billing statement | None | 10 minutes | <i>Support Staff in charge on the issuance of Billing Statement</i> (Standards Section- Field Office) |

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| payments to Cash Section or thru online. | | | | Office) |
| | 3.2 Process payment and issues Official Receipt. | ₱1,000.00 | 20 minutes | Cashier (Cashier Section-FO) |
| 4. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR). | Attach the photocopy of the official receipt of the processing fee. | None | 5 minutes | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) |
| 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. | 6.1 Routes to Standards Section the Application Documents. | None | 25 minutes | Support Staff (Standards Section- Field Office) |
| | 6.2 Receives incoming applications and assigns to concerned technical staff. | | 30 minutes | |
| | 6.3 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 | | 3 hours | Assigned Technical Staff (Standards Section- Field Office) |

| | | | | |
|--|--|----------|------------------------|---|
| | Activities. Other supporting 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 | | | |
| | 6.4 If incomplete, prepares an acknowledgment letter with checklist of documents indicating the lacking requirement. | | | |
| | Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper (SECPA). | | 5 hours and 25 minutes | |
| 7. Signs in the logbook for received certificate thru pick-up. | Releasing of the Certificate of Registration to the SWDA | None | 30 minutes | ORD / ARDA / Standards Section |
| TOTAL: | | Php1,000 | 3 working days | |
| For Complete and Compliant | | None | | |
| For incomplete Submission Walk-in Courier | | | 30 minutes 2 days | |
| B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier | | | | |
| 1. Send the Application Form together with the prescribed documentary requirements | 1.1 Received” stamp the document and logs its receipt into the document tracking system. | None | 30 minutes | Support Staff (Standards Section- Field Office) |

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| through Mail or Courier to: Standards Section (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila | 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 | <i>Standards Section Head</i> (Standards Section- Field Office) |
| | 2.2 Review the 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. | | 3 hours | <i>Technical Staff</i> (Standards Section Field Office) |
| | 2.3 If complete and compliant, | | | |

| | | | | |
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| | <p>notify the SWDA on the payment for processing fee.</p> <p>2.4 If incomplete, an acknowledgment letter with checklist of requirements shall be returned to the applicant</p> | | | |
| 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 Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial | | 2 hours and 25 minutes | Standards Section Head (Standards Section – 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 | None | 30 minutes | Support Staff (Standards Section – Field Office) |

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| | indicated in the application form. (Direct pick-up or courier) | | | |
| Total For Complete and Compliant: | | P1,000. | 3 working days | |
| For incomplete Submission Walk-in: Courier | | None | 30 minutes 2 days | |
| * <i>The number of minutes shall be included on the total 3 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> | | | | |

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/Annex 2. DSWD-RLA-F002 Application Form for Licensing |
| 2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others c. Profile of Board of Trustees d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy) e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years f. Work and Financial Plan for the two (2) succeeding years | 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 https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan |
| 3. Additional Requirements | |

| Basic Documents | | | | |
|---|---------------|--|-----------------|--------------------|
| <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>3.1 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>3.2 Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>3.3 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> <p>c. Water Potability Certificate or Sanitary Permit</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>4. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> | | <p>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</p> | | |
| <p>5. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p> | | <p>Government Agency where the Organization implemented or implements projects and programs.</p> | | |
| <p><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></p> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| Assessment Procedures for Walk-in Applicants | | | | |
|---|--|------|------------|---|
| 1. Secure application form thru the DSWD Website/ Standards Section | Provides client application form, and checklist of requirements | None | 10 minutes | <i>Officer of the Day/ Standards Section</i> |
| 2. 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 | <i>Officer of the Day Standards Section – Field Office) Support Staff in charge of all incoming documents Standards Section – Field Office</i> |
| | 2.2 Determine whether the submitted documents are complete. | | | |
| | 2.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office | | | |
| | 2.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant organization's compliance | | | |
| 3. If complete, settle the required processing fee | 3.1 Prepare Billing Statement and instruct applicant to proceed to the Cashier Section | None | 20 minutes | <i>Support staff (Standards Section)</i> |

| | | | | |
|--|---|-------|----------------|--|
| | 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) | 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 | |
| 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 | None | 2 working days | Technical Staff (Standards Section – Field Office) |

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| | <p>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 development and/or welfare activities it implements.</p> <p><i>Note: Criteria iv and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> <p>If complete and compliant</p> | | | |
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| | 6.2.1 an acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared. | | | |
| | 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 | |
| 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 | |

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| 10. Awaits the result of the licensing assessment | 10.1 Prepare Confirmation Report | None | 10 working days | <i>Technical Staff / Standards Section- Field Office</i> |
| | 10.2 If favorable , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. | | | |
| | 10.3 If not favorable , the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | | | |
| | 10.4 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. | None | Favorable: 8 working days | <i>Chorrie Lou An Digneneng Head, Standards Section</i> <i>Lily C. Demabildo OIC, PPD</i> |
| | 10.5 If unfavorable, review and approval of the Confirmation Report. | | Unfavorable: 2 working days | |
| | 10.6 If favorable, for approval and signature of the Certificate of License to Operate. | None | Favorable: 3 working days | <i>Atty. Michael Joseph J. Lorico Regional Director</i> |
| | 10.7 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier. | | Unfavorable: 2 working days | |

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| | 10.8 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (Direct pick-up or courier) | None | 1 working day (Depending on the choice of the applicant) | Support Staff Standards Section- Field Office |
| 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 | Log receipt into the Document Tracking System (DTS) for Standards Section – Field office. This shall be the Assigned Technical Staff. | None | 15 minutes | Support Staff in-charge of incoming documents 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 | None | 2 working day | Technical Staff (Standards Section – Field Office) |

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| | <p>applying to operate 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> <p>iv. 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 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> | | | |
| <p>3 Settle the required processing fee.</p> | <p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>Inform the applicant organization that the processing of the application</p> | P1,000.00 | 15 minutes | <p><i>Technical Staff and Support Staff (Standards Section – Field Office)</i></p> |

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| | <p>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: Copy of OR for Licensing:</p> <p>* Hand-carry the Photocopy of Official Receipt</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 assigned technical Staff shall acknowledge its receipt.</p> | None | 15 Minutes | <p><i>Support Staff in charge of incoming documents</i></p> <p>Standards Section- Field Office</p> |

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| * Courier the Photocopy of official 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) |
| Note: Applications received after 3:00 pm shall be considered as a next working day transaction. | | | | |
| 6. Wait for the result of the documents review and notice of validation assessment. | <p>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:</p> <p>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.</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</p> | None | 2 working days | Technical Staff (Standards Section- Field Office) |

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| | <p>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 development and/or welfare activities it implements.</p> <p><i>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</i></p> | | | |
| | <p>6.2.1 If Complete and compliant, an</p> | | | |

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| | <p>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 approval of the Acknowledgement Letter including its attachments. | None | 2 working days | <p><i>Chorrie Lou An Digneneng</i> Head, Standards Section</p> <p><i>Lily C. Demabildo</i> OIC, PPD</p> <p><i>Atty. Michael Joseph J. Lorico</i> Regional Director</p> |
| 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 | <p><i>Technical Staff</i> (Standards Section- Field Office)</p> |
| 8. Assist the Assessor during the conduct of Validation visit | Conduct of Validation visit | | 1 working day per agreed schedule | |
| 9. Accomplish and place the | Provide the applicant | | 5 minutes | |

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| Customer's Feedback Form on a sealed envelope | Organization the Customer's Feedback Form | | | |
| 10. Awaits the result of the licensing assessment | 10.1 Prepare Confirmation Report | None | 3 working days | <i>Technical Staff</i> (Standards Section) |
| | 10.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. | | | |
| | 10.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | | | |
| | 10.4 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. | None | Favorable: 8 working days | <i>Chorrie Lou An Digneneng</i> Head, Standards Section <i>Lily C. Demabildo</i> OIC, PPD |
| | 10.5 If unfavorable, review and approval of the Confirmation Report. | | Unfavorable: 2 working days | |
| | 10.6 If favorable, for approval and signature of the Certificate of License to Operate. | None | Favorable: 3 working days | <i>Atty. Michael Joseph J. Lorico</i> Regional Director |
| | 10.7 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through | | Unfavorable: 2 working days | |

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| | email and via courier. | | | |
| | 10.8 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (Direct pick-up or courier) | None | 1 working day (Depending on the choice of the applicant) | Support Staff Standards Section- Field Office |
| 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 | Log receipt into the Document Tracking System (DTS) for Standards Section – Field office. This shall be the Assigned Technical Staff. | None | 15 minutes | Support Staff in-charge of incoming documents 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: | None | 2 working day | Technical Staff (Standards Section – Field Office) |

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| | <p>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 [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> | | | |
| | 2.2 If complete and compliant, an Acknowledgement Letter and notification on the proposed schedule on the conduct of Validation Visit shall be prepared. | | | |
| | 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. | | | |
| 3. Settle the required processing fee. | <p>If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.</p> <p>Inform the applicant</p> | P1,000.00 | 15 minutes | Technical Staff and Support Staff (Standards Section – Field Office) |

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| | <p>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: Copy of OR for Licensing:</p> <p>* Hand-carry the Photocopy</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 assigned technical Staff shall acknowledge its receipt.</p> | None | 15 Minutes | <p><i>Support Staff in charge of incoming documents Standards Section- Field Office</i></p> |

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| of Official Receipt | | | | |
| * Courier the Photocopy of official 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) |
| Note: Applications received after 3:00 pm 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 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 | None | 2 working days | Technical Staff (Standards Section- Field Office) |

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| | <p>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 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 If Complete and compliant, an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared</p> | | | |
| | <p>6.3 If found incomplete or non-compliant, the</p> | | | |

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| | 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. | | | |
| | 6.4 Review and approval of the Acknowledgement Letter including its attachments. | None | 2 working days | <p><i>Chorrie Lou An Digneneng</i> Head, Standards Section</p> <p><i>Lily C. Demabildo</i> OIC, PPD</p> <p><i>Atty. Michael Joseph J. Lorico</i> Regional Director</p> |
| 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 | <p><i>Technical Staff</i> (Standards Section- Field Office)</p> |
| 8. Assist the Assessor during the conduct of Validation visit | Conduct of Validation visit | None | 1 working day per agreed schedule | |
| 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 | |
| 10. Awaits the result of the licensing assessment | 10.1 Prepare Confirmation Report | None | 3 working days | <p><i>Technical Staff</i> (Standards Section- Field Office)</p> |
| | 10.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft | | | |

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| | Certificate of License to Operate. | | | | |
| | 10.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | | | | |
| | 10.4 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. | | Favorable; 8 working days | | Chorrie Lou An Digneneng Head, Standards Section Lily C. Demabildo OIC, PPD |
| | 10.5 If unfavorable, review and approval of the Confirmation Report. | | Unfavorable; 7 working days | | |
| | 10.6 If favorable, for approval and signature of the Certificate of License to Operate. | | Favorable; 3 working days | | Atty. Michael Joseph J. Lorico Regional Director |
| | 10.7 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier. | | Unfavorable; 1 working day | | Support Staff (Standards Section- Field Office) |
| TOTAL | | | | | |
| For Complete and Compliant: | ₱1,000 | 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 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 |
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| 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 | STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation |
| Pre-Accreditation Assessment For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency | 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> |
| One (1) Copy of the following Documents Establishing Corporate Existence and Regulatory Compliance 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) ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA. | 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 |

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| For RAB President, the Standards Section shall be the one to issue the required certification. | |
| <p>One (1) Copy of the following Documents Establishing Track Record and Good Standing</p> <p>Duly signed Work and Financial Plan for the two (2) succeeding years</p> <p>Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years. (Not applicable for Public SWDAs)</p> <p>Annual Accomplishment Report previous year</p> <p>Audited Financial Report of the previous year</p> <p>Profile of Clients served for the preceding and current year</p> | <p>https://www.dswd.gov.ph/download-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan</p> <p>Board Resolution by the Organization</p> <p>https://www.dswd.gov.ph/download-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report</p> <p>https://www.dswd.gov.ph/download-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement</p> <p>https://www.dswd.gov.ph/download-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</p> |
| <p>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> | <p>https://www.dswd.gov.ph/downloads-2/ AO 11 s 2019 Annex A Declaration of Commitment</p> |
| <p>One (1) Copy of the following Basic Documents</p> <p>Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>Profile of Board Trustees</p> <p>Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</p> | <p>https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation</p> <p>https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board</p> <p>https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees</p> |

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| <p>Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau. For applicant SWA's implementing Child Placement Services:</p> <p>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.</p> <p>Certified True copy of General Information Sheet issued by SEC (not applicable for Public SWDA)</p> <p>For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <p>Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>Fire Safety Inspection Certificate Water</p> <p>Potability Certificate or Sanitary Permit</p> <p>For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>For applicants with past and current partnership with the DSWD that involved transfer of funds.</p> <p>Signed Data Privacy Consent Form</p> | <p>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <p>https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees</p> <p>Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</p> <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> <p>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</p> <p>Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.</p> <p>Applicant</p> |
| <p><i>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.</i></p> | |

| CLIENT STEPS | AGENCY ACTION | 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 |
| Note: Application documents received after 3:00PM shall be considered as a next working day transaction. | | | | |
| 3. Wait for the result of the documents review and notice of validation assessment | 3.1 Conducts desk review of the documentary requirements | None | 6 days, 7 hours 30 minutes | Chorrie Lou An Digneneng Head, Standards Section |
| | 3.2 If complete and compliant, prepare acknowledgement letter indicating the schedule of the pre-assessment | | | Lily C. Demabildo OIC, PPD |
| | 3.3 If incomplete, prepares an acknowledgment letter indicating the checklist of documents to be submitted | | | Atty. Michael Joseph J. Lorico Regional Director |
| 4. Receive the acknowledgement letter from the DSWD Field Office: If the acknowledgement letter indicates that the submitted documents are complete and | Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc. | None | Depends on the SWDA | Technical Staff Standards Section |

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| compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office. | | | | |
| If the acknowledgement letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements. | | | | |
| 5. For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment | Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients 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 | |
| 6. Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office | Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office. | None | After the pre-accreditation assessment | |
| <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 | If the result of the pre-accreditation assessment is favorable, the technical staff to | None | 11 working days | Chorrie Lou An Digneneng Head, Standards Section |

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| | <p>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> | | | <p><i>Lily C. Demabildo</i> OIC, PPD</p> <p><i>Atty. Michael Joseph J. Lorico</i> Regional Director</p> |
| | TOTAL | None | 20 working days | |
| | Social Work Agency | | 19 working days | |
| | Senior Citizen Center | | | |

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).

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| Office or Division: | DSWD Field Office NCRStandards 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 | |
| <i>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</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | 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 | <i>Focal Person</i> Standards Section |
| <i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i> | | | | |
| 2. Wait for the result of the assessment | If Complete and Compliant, receive the documentary requirements If found incomplete or non-compliant, prepare memo to the SLP-RPMO returning the application | None | 4 days | <i>Focal Person</i> Standards Section |

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| | 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 Standards Section</i> |
| Total | | None | 7 working days | |
| For Complete and Compliant: | | | 30 minutes | |
| For incomplete submission: | | | | |

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.

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| Office or Division: | DSWD Field Office NCR - Standards Section | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | 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 Beneficiary CSO Accreditation Application Form | | | 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: Pictures of office and direction sketch; and At least one of the following documents: <i>Barangay certification</i> <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i> <i>Other documents showing proof of existence</i> | | | CSO Beneficiary Applicant | |
| 3. Proof of organization, namely: Organizational chart or governance structure; and 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; | | | 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 COA regulations, all fund transfers due for liquidation | | | Government agency or agencies from which it has received public funds | |
| 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 ACTION | 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 | Focal Person Standards Section |
| Note; Application documents received after 3:00PM shall be considered as a next working day transaction | | | | |

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| 2. Wait for the result of the assessment | If complete and compliant; 2.1 Receive and review the documentary requirements | None | 18 days and 6 hours | Focal Person Standards Section |
| | 2.2 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 applicable. To include activities e.g., FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents. | | | |
| | 2.5 Prepare and sign validation report and abstract with supporting documents | | | |
| | 2.6 Evaluation and deliberation by the FO Accreditation Committee | | | |
| | 2.7 Prepare the certificate of Accreditation | | | |
| | 2.8 Facilitate the signing of the Certificate of Accreditation | | | |
| | 2.9 Post of List of accredited Beneficiary CSOs | | | |
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| | to FO-assigned bulletin board | | | |
| | If found incomplete or non-compliant (in any part of the process) 2.10 prepare acknowledgement memorandum returning the application documents for compliance | | | |
| | 2.11 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 of Accreditation through: 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 | | None | | |
| For complete and compliant | | | 20 working days | |
| For incomplete submission: | | | 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.

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| 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 |
| Application form (DSWD DFE Form 1) | 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) https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1 |
| 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 |
| Notarized Deed of Acceptance | Notary public |
| Copy of valid DSWD Registration, License and/or Accreditation Certificate | Issued by the DSWD to the licensed and/or accredited SWDA |
| Bill of Lading or Airway Bill | Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee. |
| Packing List | Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee |
| Plan of Distribution | https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 2 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 | Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781 |

| (FDA), in case of medicines | | | | |
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| 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 To be certified correct by the concerned DSWD Field Office | | |
| 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 ACTION | 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. | 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> Logs its receipt into the document tracking system Provides the walk-in applicant with document reference number for easy tracking. | None | 30 minutes | Standards Section Administrative personnel and/or Officer-of-the-Day |
| 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 | Accounting Section for the order of payment then pay the necessary fee to Cash Section; | PHP1,000.00 | 10 minutes | Cash Section Personnel |

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| concerned DSWD-Field Office; provides a copy to the Standards Section. | Issues an official receipt. | | | |
| 3. Awaits results of the assessment | <p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements</p> <p><i>Step 3a – If found compliant to eligibility and documentary requirements</i></p> <p>Prepare for conduct of area visit</p> <p><i>Step 3b – If found non-compliant to eligibility and documentary requirements</i></p> <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</p> | None | 3 working days | Standards Section Technical Staff |

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| | Measurement Form | | | |
| Note: While <i>face-to-face</i> 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. | | | | |
| 4. Validation Visit | Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. <i>(Optional)</i> | None | 2 working days (Per agreed schedule) | <i>Standards Section Technical Staff</i> |
| 5. Endorsement to the DSWD Central Office. | 5.1 Endorse the draft acknowledgment letter | None | 1 working day | <i>Standards Section Technical Staff</i> |
| | 5.2 Endorse the application to the Standards Bureau at the Central Office If deficient return the application to the applicant and provide the necessary technical assistance to comply with the requirements | | | |
| | 5.3 Checks the completeness of the submitted application documents. Logs its receipt into the into the Document Transaction Management System (DTMS) If incomplete, return the documents and inform the Field Office concerned that the | None | 3 working days | SCMD Technical Staff/ Division Chief/ Bureau Director |

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| | <p>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> <p>Endorsement letter to the DOF, Conforme letter to applicant that it should comply with post-facilitation requirements</p> <p>Letter to concerned DSWD Field Office informing them of the endorsement</p> <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 |

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| | 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 applicant and the conformed letter for their signature.</p> | None | 10 minutes | Standards Bureau: SCMD Technical Staff |
| 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.

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| 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 | 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> |
| <i>One (1) photocopy of the following documents (original copies must be presented):</i> | |
| 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. | Any PRC Office nationwide |
| 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; | Training Provider |
| 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; | Training Provider |
| 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: | Local Government Office |

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| Certification from immediate Supervisor; or An approved resolution. | | | | |
| 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 | https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. Documentation Report Template</i> | | | |
| <i>Other documents to be made available during the assessment visit:</i> | | | | |
| Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. | | | | |
| For Renewal | | | | |
| 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. | Training Provider | | | |
| 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 (<i>Annex D</i>); | https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex D. PMC Form</i> | | | |
| 3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<i>Annex C</i>); | https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex C. PMC Form</i> | | | |
| <i>Other documents to be made available during the validation visit.</i> | | | | |
| 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 (<i>See Annex F for the template</i>) of about fifty (50) percent of the total number of counselled couple for the past year; and | https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex F. PMC Form</i> | | | |
| c. A summary/record on the number of Certificate of Marriage Counseling issued | | | | |
| <i>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.</i> | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. Assessment Procedures for Walk-in Applicants | | | | |

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| 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. | | 15 minutes | |
| 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) |
| | 3.2 If found complete/ sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit. | | | |
| | 3.3 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. | | | |
| | 3.4 Review and approval of Supervisor/Section Head | | | Chorrie Lou An Digneneng Supervisor/ Section Head |

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| | 3.5 Review and approval of the Regional Director. | | | Atty. Michael Joseph J.Lorico Regional Director |
| 4. Accomplish and drop the Customer's Feedback Form on the drobox | 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 actual accreditation visit;</p> <p>* During the state of calamity/ emergency virtual assessment.</p> <p>Activities to take place:</p> <p>1. Brief overview on the assessment process;</p> <p>2. Observation on the counselling session; and</p> <p>3. Exit Conference</p> | None | 1 working day | Technical Staff or Officer of the day (Field Office - Standards Section) |
| 6. Awaits the approval of the confirmation report/issuance of the Certificate | 6.1 Final Assessment of the application documents and result of the actual assessment | None | 7 working days | Technical Staff/ Section Head/ Division Chief Support Staff |
| | 6.2 Prepares the confirmation report, with the following possible content: | | | |

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| | a. If favorable, inform applicant on the approval of his/her accreditation. | | | |
| | b. If unfavorable, recommend for re-assessment. | | | |
| | 6.3 Forwards to the office of the RD for approval / signature. | | | |
| | 6.4 Approval and signature of the documents | | | |
| 7. Awaits for the approval and issuance of certificate, if favorable. | Prepares certificate for issuance, if favorable. Approval and signature of the Certificate | None | 5 working days | Support Staff Atty. Michael Joseph J. Lorico Regional Director |
| 8. Receives the Accreditation Certificate | Release the Certificate | None | 1 working day | Support Staff (Field Office - Standards Section) |
| TOTAL | | None | 18 working days & 2.25 hours | |
| For Complete and Compliant: | | | 25 minutes | |
| For Complete Requirements with Areas for Compliance: | | | | |

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 |
| For New Applicants | | |
| For Social Workers | | |
| 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 | |
| 2 copies and original Valid Professional Regulations Commission Registration ID Card | Professional Regulations Commission | |
| 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 | |
| Summary documentation of four (4) cases managed (Annex B) | Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template | |
| Letter of Recommendation attesting to the competence of the social worker | Any of the following: 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) | |
| The following documents on cases handled must be made available during on-site assessment: | Applicant/Client | |

| Case study reports; Progress/running notes; Case summaries; Case conference proceedings/notes | | | | |
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| For Supervisors | | | | |
| First three (3) requirements stated under new applicants for social worker | | | (As stated above) | |
| Technical supervisory notes of two (2) supervisees as proof of providing technical assistance | | | Applicant/Client | |
| The following documents on cases handled must be made available during on-site assessment: Case study reports; Progress/running notes; Case summaries; Case conference proceedings/notes | | | Applicant/Client | |
| For Renewal | | | | |
| 1. For Social Workers | | | | |
| Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours | | | DSWD or recognized training institutions | |
| 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 | |
| Recommendation from the Supervisor attesting to the competence of social worker in managing court cases | | | Applicant/Client | |
| The following documents on cases handled must be made available during on-site assessment: Case study reports; Progress/running notes; and Other relevant documentations pertaining to the cases | | | Applicant/Client | |
| 2. For Supervisor | | | | |
| First three (3) requirements stated under renewal for social worker | | | (As stated above) | |
| Technical supervisory notes of two (2) supervisees as proof of providing technical assistance | | | Applicant/Client | |
| The following documents on cases handled must be made available during on-site assessment: Case study reports; Progress/running notes/marginal notes; Case summaries; Case conference proceedings/notes | | | Applicant/Client | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards | The Officer of the Day- Standards Section shall review the submitted documents as to completeness | None | 20 minutes | Officer of the Day- Standards Section |

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| Section together will the requirements stated above. | <p>and accuracy with the original copies of the documents.</p> <p>If found to be complete, the Officer of the Day shall forward the documents to the Focal Person.</p> <p>If incomplete the documents shall be returned to the applicant. Technical Assistance will be provided together with the checklist of requirements</p> | | | |
| | 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 |
| | 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>Chorrie Lou An Digneneng</i> Head, Standards Section |
| | The Standards Bureau- Receiving Officer shall receive the endorsed | None | 10 minutes | Receiving Officer DSWD – Standards Bureau |

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| | application and will endorse to Standards Compliance Monitoring Division. | | | |
| | 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 |
| | If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment | None | 1 day | Assigned technical staff from DSWD-Standards Bureau |
| 2. The applicant shall coordinate 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- | | 3 days after conduct of on-site assessment | Assigned technical staff DSWD- Standards Bureau Bureau Director DSWD- Standards Bureau |

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| | <p>site assessment.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i></p> <p>*Accreditation Certificate shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.</p> | | | |
| | 2.3 Standards Bureau shall approve and endorse the Accreditation Certificate to the Cluster Head | | 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 | | 3 days | |
| | 2.5 Secretary or his/her duly authorized representative to approve and issue the Accreditation Certificate for | | 3 days | DSWD Secretary or his/her duly authorized representative |

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| | the qualified Social Worker. | | | |
| | 2.6 Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office. | | 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 | <p>Concerned citizen/concerned agencies send letter/ email to DSWD-FONCR</p> <p>DSWD-FONCR send memo/email to Standards Bureau</p> |
| How feedbacks are processed | <p>DSWD-FONCR send reply to the concerned citizen/agencies within three (3) days upon receipt of the feedback.</p> <p>Standards Bureau (SB) shall send reply letter/memo to the concerned Field Office/ concerned citizen within three (3) days upon receipt of the feedback.</p> |
| How to file a complaint | <p>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.</p> |
| How complaints are processed | <p>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.</p> <p>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/ agencies/ FO.</p> <p>The timelines on the processing of complaints/ grievances shall be according to the DSWD Grievance Mechanism Guidelines.</p> |
| Contact Information of CCB, PCC, ARTA | <p><i>Anti-Red Tape Authority (ARTA)</i> complaints@arta.gov.ph 8-478-5093</p> <p><i>Presidential Complaint Center (PCC)</i> pcc@malacanang.gov.ph 8888</p> <p><i>Contact Center ng Bayan (CCB)</i> email@contactcenterngbayan.gov.ph 0908-881-6565</p> |

16. Approval for the Conduct of Research Studies in DSWD Offices, Centers, and Institutions

Approval is issued to 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, focus group discussions, and case studies, among others, with the DSWD, including its clients/beneficiaries and ongoing programs, projects, and services, wherein their main subject of research study involves the DSWD as an organization. Requests to conduct such activities need to undergo research protocol. Research in which target respondents involve more than one (1) region shall seek the approval of the Director of the Policy Development and Planning Bureau (PDPB) Research requests must be submitted to the PDPB Director at least one (1) month before the projected start of data gathering. 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 twelve (12) working days 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 head of the concerned office, bureau, service or unit:
 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 a 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 DSWD, 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 DSWD’s program operations.
 Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however, shall adhere to the policies on undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

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| Office or Division: | Policy and Plans Division (PPD) - Policy Development and Planning Section (PDPS) |
| Classification: | Highly Technical |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government |
| Who may avail: | 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, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD. |
| <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> | |

| <p>If request shall not undergo Research Protocol: Request letter (1 copy)</p> <p>If the request shall undergo Research Protocol: Request letter (1 copy) Research Request Form (1 copy) Research Brief (1 copy) Research Instruments (1 copy)</p> | | <p>Researcher</p> <p>Researcher PDPB-RED/PPD-PDPS PDPB-RED/PPD-PDPS Researcher</p> | | |
|--|--|--|-----------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the request letter and/or the research request documents | 1.1 Receive request | None | 4 hours | Administrative staff or Technical Staff in charge of receiving research request letters/documents <i>PDPS</i> |
| | Receive the request letter addressed to the Regional Director and/or the research request documents and encode the details in the office's document tracking/monitoring system. | | | |
| | 1.2 Furnish researcher with a receiving copy of the request letter, along with printed or digital leaflets information, education, and communication (IEC) materials detailing the process flow and requirements. If request is received through email, reply and acknowledge receipt with attached digital leaflets/IEC materials showing the process flow and requirements | | | |
| | 1.3 Endorse to the Division Chief (PPD) or PDPS Head for assignment and further instructions | | | |

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| | (if any) to the concerned technical staff | | | |
| | 1.4. Review the request and assign to available technical staff | None | 2 hours | OIC-Division Chief / OIC-Section Head / PPD/PDPS |
| | 1.5. Review the request as to the following: 1.5.1 Area/region of coverage (<i>refer to Memorandum Circular No. 10, s. 2019 Section VII. Item 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office. 1.5.2. Completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart count of working hours/days | None | 2 hours | Technical Staff PPD/PDPS |
| | 1.6. If the request falls within the scope of the office, assess if it shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research and Social Welfare and</i> | None | 4 days | Technical Staff PPD/PDPS |

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| | <i>Development (SWD) Data Requests</i> 1.6.1. For requests that need not go through the protocol (refer to <i>Memorandum Circular 10, s.2019, Section VI, Item 1</i>), endorse researcher to the concerned DSWD Divisions/Units/ Sections/ Centers/ Residential Care Facilities (D/U/S/C/RCFs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) <i>then</i> request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2. | | | |
| | 1.6.2. For requests with complete documentary requirements that need to go through the protocol , proceed to the review of the research request in consultation with concerned (D/U/S/C/RCFs) | None | 7 days | Technical Staff PPD/PDPS Concerned D/U/S/CRCFs |
| | 1.7. Receive the comments/inputs and recommendations from other offices. | None | 1 day | Technical Staff PPD/PDPS |
| | 1.8. To recommend Approval? | None | 1 day | Technical Staff |

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| | <p>1.8.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief/Section Head. This shall include the consolidated recommendations from the concerned (D/U/S/C/RCFs)</p> <p>1.8.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to researchers to officially respond, through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 1.6.2 and restart count of working hours/days. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> | | | OIC-Division Chief / OIC-Section Head - PDPS |
| | 1.9. Regional Director | None | 2 days | Regional Director |

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| | <p>approve/disapprove request based on recommendations</p> <p>To approve?</p> <p>1.9.1. Yes - Inform researcher and endorse to the concerned (D/U/S/C/RCFs) Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters related to conduct of data-gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> | | | Technical Staff PPD/PDPS |
| 2. Accomplish the <i>Client Satisfaction Measurement Survey</i> | 2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) | None | | Technical/ Administrative Staff PDPS |
| TOTAL: | | | 5 working days (non-protocol) 12 working days (protocol) | |

17. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external researchers upon their request, specifically for secondary data. Requests for secondary SWD data and information need not go through the DSWD Research Protocol (or DSWD Memorandum Circular No. 10 s. 2019) and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by the DSWD and readily available as public document.

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| 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: | | 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 DSWD. | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request Letter (1 copy) | | | Requesting Party | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required document (<i>Request Letter</i>) | 1. Receive request letter | None | 10 minutes | Administrative Staff PDPS |
| | 1.1. Receive request for SWD data from the researcher | | | |
| | 1.1.1. For Walk-in: Receive request letter and ask the researcher to provide details in the logbook | | | |
| | 1.1.2. For Email: Download and print request | | | |
| | 1.2. Check completeness of information in the request letter (i.e., name of the researcher, contact details, and data being requested) | | 5 minutes | |

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| | <p>If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)</p> | | | |
| | <p>1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)</p> <p>1.3.1. For email: Request Letter</p> <p>1.3.2. For walk-in: Information provided in the Researcher's Logbook</p> | | 5 minutes | |
| | <p>1.4. Endorse request to the concerned Section (for PDPS)</p> | | 5 minutes | |
| | <p>1.5. Assign request to concerned technical staff</p> | | 5 minutes | |
| | <p>1.6. Assess if the data/information being requested is available within the division</p> | | 10 minutes | Technical Staff PDPS |
| | <p>1.7. If data is available, prepare the data and letter response (utilizing the letter response template) which includes a request to accomplish the Client</p> | | <p>Single Data: 7 hours</p> <p>Multiple Data: 1 day and 4 hours</p> | |

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| | <p>Satisfaction Measurement Survey. Submit to Regional Director OIC-Division Chief/OIC Section Head for review, approval, and signature.</p> <p>1.7.1. If not available within the office/section, endorse the request to the concerned office/division/section using the <i>Endorsement of Research and SWD Data Request Form</i></p> <p>1.7.2. If data/information is not available in DSWD, inform the researcher of other sources of data.</p> <p>Prepare a letter response (utilizing the <i>letter response template</i>) which includes a request to accomplish the <i>Client Satisfaction Measurement Survey</i>. Submit to the Regional Director/Division Chief/Unit Head for review,</p> | | | |
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| | approval, and signature. | | | |
| | 1.8. Review, approve and sign the letter response, prepared data (if available), and applicable form | | 20 minutes | Regional Director/ OIC- Division Chief or OIC/ Section Head PDPS |
| | 1.9. Send the signed letter response containing the <i>Client Satisfaction Measurement Survey Form</i> link/code to the researcher together with the approved data (if available) and ap | | None | Administrative/ Technical Staff PDPS |
| TOTAL: Single Data Multiple Data No data | | | 1 working day, 15mins 1 working day, 5 hours, 15mins 1 hour, 45mins | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---------------------------------------|--|
| How to send Feedback | <p>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 the processing of the request.</p> |
| How feedbacks are processed | <p>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 researchers/requesting parties are considered to improve service delivery.</p> |
| How to file a complaint | <p>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.</p> <p>In case of an appeal, the researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.</p> |
| 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

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| 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 ACTION | 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. | 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 needed. | none | 6 Days, 2 hours (depending on the period of retrieving the files) | PAS Focal Person FOs Personnel Administration Section |
| | 2.2 Encode/ check details of SR, print the | | 30 minutes | |

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| | issuance and attach the necessary documents | | | |
| | 2.3Review and Sign/initial the SR | | 4 hours (Depending on the availability of signatories) | Ana Theresa M. Laurio OIC, PAS |
| 3. Inform PAS on method of receiving the duly-signed SR. | 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. If the SR is to be sent via courier service, wait until the parcel is sent to given address | 4.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment | none | 20 minutes | |
| | 4.2 Review and Sign/Initial the transmittal letter | | 20 minutes | Ana Theresa M. Laurio OIC, PAS |
| | 4.3 Encode tracking details in the e-DTMS | | 15 minutes | Incoming / Outgoing Clerk PAS Receiving Area |
| | 4.4 Forward the document to the RAMS for courier service | | 10 minutes | Incoming / Outgoing Clerk RAMS |
| If the SR is for pick-up, proceed to PAS and get the requested document. | Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form | | | |
| TOTAL | | 7 days May be extended depending on the volume of transactions handled | | |

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.

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| 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 ACTION | 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. | 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 | 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 Review the ELARS vis-à-vis the Leave Ledger | | 1 day and 4 hours (may take longer hours depending on | PAS Focal Person Leave Administration Section |

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| | | | the volume of transactions being reviewed and on the length of service of the separated Official/ employee) | |
| | 2.3 Reprinting of the corrected ELARS, if errors are found. | | | PAS Focal Person Leave Administration Section |
| | 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 | | 2 days | <i>Ana Theresa M. Laurio</i> OIC, PAS <i>Ms. Liezavel V. Gonzales</i> SWO IV/ OIC-Chief, HRMDD |
| 3. Inform PAS of preferred method of receiving the duly-signed Certificate. | 3.1 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 sent to given address. | | 20 minutes | |
| | 3.2.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed | | 20 minutes | |

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| | Certificate and one Customer Feedback Form for accomplishment. | | | |
| | 3.2.2 Review and Sign/Initial the transmittal letter | | 20 minutes | Ana Theresa M. Laurio OIC, PAS Ms. Liezavel V. Gonzales SWO IV/ OIC-Chief, HRMDD |
| | 3.2.3 Encode tracking details in the e-DTMS | | 15 minutes | Incoming / Outgoing Clerk PAS Receiving Area |
| | 3.2.4 Forward the document to the RAMS for courier service | | 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: | | | 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.

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| 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 ACTION | 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 | 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 retrieve the Regional Clearance | none | 6 days, 6 hours (may take longer hours depending on the period of retrieving the files) | PAS Focal Person Leave Administration Section |

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| | Certificate on file. | | | |
| | 2.2 If there is an extra original copy of the Regional Clearance Certificate on file, remove it from the FILE 201 / PER 16. 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. | | | |
| | 2.3 Sign the photocopied Regional Clearance Certificate as to the "Certified True Copy" | | 30 minutes | <i>Ana Theresa M. Laurio</i> OIC, PAS <i>Ms. Liezavel V. Gonzales</i> SWO IV/ OIC-Chief, HRMDD |
| 3. Inform PAS of preferred method of receiving the original/CTC copy of the Regional Clearance Certificate | 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, | 4.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one | none | 20 minutes | PAS Focal Person Leave Administration Section |

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| wait until the parcel is sent to given address | original/CTC copy of the Regional Clearance Certificate and one Customer Feedback Form for accomplishment | | | |
| | 4.2 Review and Sign/initial the transmittal letter | | 30 minutes | Ana Theresa M. Laurio OIC, PAS Ms. Liezavel V. Gonzales SWO IV/ OIC-Chief, HRMDD |
| | 4.3 Encode tracking details in the e-DTMS | | 10 minutes | Incoming / Outgoing Clerk PAS Receiving Area |
| | 4.4 Forward the document to the RAMS for courier service | | 10 minutes | Incoming / Outgoing Clerk PAS Receiving Area Incoming / Outgoing Clerk RAMS |
| TOTAL: | | | 7 days | |
| * May be extended depending on the volume of transactions handled | | | | |

4. Issuance of 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.

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| 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 ACTION | 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. | Receive the complete documents submitted | none | 10 minutes | Incoming / Outgoing Clerk <i>PAS Receiving Area</i> |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1 Review the documents submitted and check the FILE 201 / PER 16 if needed. | none | 2 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed) | PAS Focal Person |
| | 2.2 Encode/ check details to COE, print the issuance and attach the | | 30 minutes | |

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| | necessary documents | | | |
| | 2.3 Review and Sign/initial the COE | | 2 hours | Ana Theresa M. Laurio OIC, PAS Ms. Liezavel V. Gonzales SWO IV/ OIC-Chief, HRMDD |
| TOTAL: | | | 3 days | |
| May be extended depending on the volume of transactions handled | | | | |

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

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| 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 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) | | | Personally visit the Accounting Office of the Central Office and/ or Field Offices and submit the request form Schedule of request Monday – Friday (9:00 AM – 5:00 PM) | |
| 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 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 | | | Former DSWD employees of the Department; or His/her authorized representative | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Personally visit the Accounting Office of Central Office and/or | None | None | 5 minutes | Former employees of |

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| Field Offices and submit the request form | 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) | | | the Department; or His/Her authorized representatives Accounting staff |
| 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) Personally submit the filled-up form together with the supporting documents to the | (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; (Walk-in) - The Accounting | None | 10 minutes | Former employees of the Department; or His/Her authorized representatives Accounting staff |

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| Accounting Office of Central Office and/or Field Offices concerned. | <p>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> | | | |
| 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>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> <p>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</p> | None | 15 minutes – walk-in/ email | Accounting staff |

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| | 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 ** 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</p> | <p>The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies</p> | None | 15 minutes | Accounting Staff |

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| the latter's government – issued ID (1 copy) | | | | |
| 5. Accept the requested certificate and sign the logbook for acknowledgement | 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. | None | 5 minutes | Accounting Staff |
| 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: | | | 6 days, 1 hour and 27 minutes | |

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.

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| 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&oid=114569089912789065596&rtpof=true&sd=true</p> <p><u>-or-</u></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>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>Authorized representative must submit:</p> <ol style="list-style-type: none"> 1. Filled up request form and above mention requirements; 2. Authorization letter from the donor; 3. Photocopy of government issued ID of | Requesting Party/Donor |

| the donor and the authorized representative (1 copy) | | | | |
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| CLIENT STEPS | AGENCY ACTION | 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) -or- Personally visit the Accounting Office to fill-up and submit the request form | None Accounting Office shall issue the request form | None None | 5 minutes-walk-in/email | Donor Accounting Staff |
| 2. Scan the filled-up form and email together with the supporting documents to accounting.foncr@dswd.gov.ph ; -or- Personally submit the filled-up form together with the supporting documents to Accounting Office. | For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming. 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 | None | 5 minutes-walk-in/email | Accounting Staff |

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| | shall be returned to client. | | | |
| 3. Wait for the acknowledgment 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 |
| Present the following: 4.1 Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgment Receipt and original copy of supporting documents. 4.2 The Authorized representative must present the following: Above mention supporting documents. Authorization letter for the representative, if claimed by person other than the former employee, together with the | 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 | None | 10 minutes | Accounting Staff |

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| photocopy of the latter's | | | | |
| 5. Accept the requested certificate and sign the logbook for acknowledgment | The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgment of the BIR Form 2322: Certificate of Donation. | None | minutes | Accounting Staff |
| 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: | | | 6 days, 7 hours and 30 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 | ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) PCC: 8888 |

General Administrative Services Division

1. Issuance of Gate Pass 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

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| 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. 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly accomplished gate pass with attachments and present property for Checking | 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 pre-numbered Gate Pass to accomplished form and encode in the log book. 1.1 Update the Property Records | None | 15 minutes | AS-PSS Staff |

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| | 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 | | | |
| | 1.2 Approve Gate Pass | | 5 Minutes | <i>GASD Division Chief/ Property Officer</i> |
| | 1.3 Forward copy of the approved Gate Pass to: Original copy – Security Guard Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer triplicate – PSS copy | | 5 Minutes | ASS-PSS Staff |
| 2. Present property together with the accomplished Gate Pass to the Security Guard | 2.1 Borrower/staff who shall bring 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 | None | 10 Minutes | <i>Security Guard On-Duty</i> |

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| | <p>written in the Gate Pass</p> <p>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</p> | | | |
| | 2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS. | | 2 minutes | |
| 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 | <p>Review and validate returned property vis-à- vis signed duplicate copy of gate pass</p> <p>With discrepancy – Go to AS-PSS and inquire on how to proceed</p> <p>Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return</p> <p>3.1 Scan the barcode in the Gate Pass to record the time of return of equipment</p> <p>3.2 Surrender original copies of gate pass for returned property to AS-PSS</p> | None | <p>10 minutes</p> <p>2 minutes</p> <p>5 minutes</p> | Security Guard On-Duty |

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| | 3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property | | 10 minutes | AS-PSS Staff |
| | 3.4 File gate pass for safe keeping and future reference | | 10 minutes | |
| TOTAL: | | | 1 hour and 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.

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| 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: <ol style="list-style-type: none"> 1. <i>Resigned</i> 2. <i>Transferred to other Government Offices</i> 3. <i>Non-renewal of Contract</i> 4. <i>Terminated</i> 5. <i>Retired</i> 6. <i>Promoted</i> | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <u>Without Property Accountability</u> Three (3) copies of Clearance Form <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 | | | <u>Without Property Accountability</u> Personnel Transaction Section prescribed format. <u>With Property Accountability</u> Personnel Transaction Section prescribed format of Clearance Form; prescribed FETS form from Property and Supply Section To be prepared by the client/concerned staff without prescribed format (approved decision from COA) DSWD Commission on Audit without any prescribed format To be prepared by the client/ concerned staff | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly approved request for transfer, resignation and/or retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer | 1.1 Receive and validate request. record the submitted duly approved request for transfer, resignation and/or retirement | None | 15 Minutes | PSS Staff |
| | 1.2 Review and validate recorded | | 30 minutes | |

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| | <p>accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) or individual folder/database of PSS</p> <p>1.3 No Accountabilities Process the clearance by affixing signature of Property Officer and forward to the Division Chief for approval</p> <p>With Accountabilities Inform employee through Memorandum on his/her accountabilities and to accomplish FETS form for cancellation of her property accountability</p> | | <p></p> <p>15 Minutes</p> | |
| 2. Submit documents and other requirements for cancellation of property accountability | <p>Receive and validate submitted documents and other requirements as proof of cancelled property accountability</p> <p>2.1. If property accountability was cancelled, initial clearance and forward to the Division Chief (DC) for signature</p> | None | <p>30 Minutes</p> <p>5 minutes</p> | PSS Staff |

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| | 2.2. Sign Clearance | | 5 Minutes | <i>GASD Division Chief/ Property Officer</i> |
| | 2.3. Scan and record signed clearance in logbook for employee's copy | | 10 Minutes | PSS Staff |
| | 2.4. Upload scanned signed clearance in PREMIS | | 10 Minutes | |
| TOTAL: | | | 2 hours | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 the 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.

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| 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 | |
| Written and signed request letter with complete contact details (name and contact information) of the requesting party. Details of the technical assistance needed. | | | Requesting Office | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send the request for Technical Assistance to the DSWD Field Office Social Technology Unit (STU). | 1.1 Receive and record the request. | None | 2 hours | <i>Support Staff</i> |
| | 1.2 Prepare, check, and send response to the request, and conduct the Technical Assistance. 1.2.1 If the request is for sharing data, information and knowledge product: a. If available in the website, include the link from the STB website or FO website. | | 7 days | Social Technology Unit Staff |

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| | <p>b. If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data.</p> <p>c. If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Field Office Policy and Plans Division (PPD) for appropriate action.</p> <p>1.2.2 If the request involves conduct of actual technical assistance activity including orientation and</p> | | | |
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| | <p>capability building activities, either via face-to-face or online means:</p> <p>a. Coordinate with the requesting party.</p> <p>b. Confirm the provision of technical assistance.</p> <p>c. Prepare necessary logistical needs (plane ticket if face to face).</p> <p>d. Prepare technical documents.</p> <p>e. Conduct the technical assistance.</p> | | | |
| 2. Accomplish the Client Satisfaction Survey | Administer/Monitor/Follow-up Client Satisfaction Survey (CSS). | None | Not Applicable | <i>STU Staff and Requesting Party</i> |
| <div> <div>TOTAL:</div> <div>(If the Technical Assistance is sharing data, information and knowledge product)</div> </div> <div> <div></div> <div>(If the request involves conduct of actual technical assistance activity)</div> </div> | | | <div>7 days and 2 hours</div> <div>15 days and 2 hours</div> | |

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.

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| 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 ACTION | FEEES 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 | Support Staff |
| | 1.2 Prepare, review, and send response to the requesting party. | | 7 days | Social Technology Unit |
| | 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 requesting | | 5 days | Technical Staff |

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| | 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 If without physical/online Technical Assistance Session | | | 7 days, 2 hours, 20 minutes 12 days, 2 hours, 20 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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: For written feedbacks/complaints: Customer may email STU via: stu.foncr@dswd.gov.ph</p> |
| How feedbacks are processed | <p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis of client satisfaction measurement survey regarding the data gathered through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the FOs to the Committee on Anti-Red Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> |

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| | <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. For inquiries and follow-ups, customers may also contact the STU and listed below.</p> |
| How to file a complaint | <p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> • Formal channel: Email addressed to the Regional Director via stu.foncr@dswd.gov.ph (please use as subject “Complaint”) • Informal channels: through phone calls to concerned unit • Complaint box: Drop a complaint in the STU Complaints Box that shall also be made available in the office of the Social Technology Unit. <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> - Staff/Person/s Involved - Incident and other facts <p>Evidence</p> |
| How complaints are processed | <p>Complaints received through telephone and drobox 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</p> |

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| | <p>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 | <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaints Center (PCC) pcc@malacamang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565</p> |

3. Implementation of Government Internship Program (GIP)

| | | | | |
|---|--|------------------------|---|---|
| Office or Division: | Sectoral Programs Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Filipino Youth (18 – 25 years of age) | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Duly accomplished Application Form | | | Field Offices (SWS for Youth) | |
| 2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old. | | | Philippine Statistics Authority (PSA) Concerned Government Agencies | |
| 3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance. | | | School | |
| 4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay. | | | Barangay or Concerned Office/s of the parents | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pre-Implementation Phase | | | | |
| 1. Announcement on the deadline of the application form and other needed documents | Notice of acceptance of applicants (Announcement during flag raising ceremonies, through press release and radio announcements) | None | 10 minutes | Youth Focal Person |
| 2. Application or Registration | 2.1 Issuance of Applications forms 2.2 Issuance service sequence number 2.3 Encoding of the client's information in Spreadsheet) | None | 10 minutes | Youth Focal Person |
| 3. Submit the required documents to the DSWD Central Office/Field Office | 3.1 Screen the required documents its authenticity | None | 1 day | Youth Focal Person and TWG or Selection Committee Members |
| 4. Assessment of applications | 4.1 Conduct table Assessment of the applications based on the qualifications. | None | 2 days | TWG or Selection Committee members |

| | | | | |
|--|---|---------|-----------------|------------------------------------|
| 5. Notification of qualified applicants for interview | 5.1 Notify the qualified applicants for Interview | None | 1 day | TWG or Selection Committee Members |
| 6. Client will go for an interview at DSWD Central Office/Field Office | 6.1 Conduct actual interview with the applicants. | None | 2 days | Youth Focal Person and TWG |
| 7. Receive notification on the status of your application | 7.1 Final screen the applicants (All qualified applicants will be notified on the next steps to take while the applicants who did not qualify will still be notified about the status of their application) | None | 1 day | Youth Focal Person |
| Implementation Phase | | | | |
| 8. Attend Orientation | 8.1 Conduct orientation with the selected participants about the GIP program) | None | 1 day | Youth Focal Person |
| 9. Render service in the area of assignment | 9.1 Assist and monitor the youth in their area of assignment | None | 30 working days | Youth Focal Person |
| 10. Attend Capacity Building Activities | 10. 1 Conduct capacity building activities | None | 1 day | Youth Focal Person |
| 11. Receive stipend | 11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate) | None | 1 day | Youth Focal Person |
| Total | None | 33 days | | |
| Post-Implementation Phase | | | | |
| 12. Attend Program Evaluation Activity | 12. Conduct program evaluation activity | None | 1 day | Youth Focal Person/TWG |
| TOTAL | NONE | 1 Day | | |
| TOTAL (Pre to Post Implementation): | | | 41 Days | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---------------------------------------|---|
| How to send feedback | <p>For immediate action from the concerned offices, clients are encouraged to use the CSMS Form. If using the pen-and-paper, accomplished form shall be dropped at the drop box GIP.</p> <p>Those using the Google Form, accomplished form will automatically send to the Google Drive of SWS Group as clicked.</p> |
| How feedbacks are processed | <p>Feedback reports gathered through Google Suite and from the drop box will be consolidated a day before the set deadline for submission of CSM Report.</p> <p>Feedback needing actions will be consolidated, acted, and documented. Resulting actions shall be endorsed to the Management for further directions. Final resolutions shall be filed, furnishing the concerned parties with a copy until case closure.</p> |
| How to file a complaint | <p>All complaints with initial explanation shall be forwarded to the Office of the Regional Director as the Disciplining Authority. The DA shall decide for the resolution and necessary administrative measures which must be undertaken by the Field Office in order to validate and investigate the complaints.</p> <p>Should the complaints fall under grievances or any form of dissatisfaction, the same will be referred to the lowest level possible for the resolution.</p> |
| Contact Information of CCB, PCC, ARTA | <p>Contact Center ng Bayan: 0908-881-6565/ 1-6565</p> <p>PCC may be reached thru the following telephone connections:</p> <p>+63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>Via email – thru email address: pcc@malacanang.gov.ph</p> <p>Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Via facsimile thru Telefax No. +63(2)-87368621</p> <p>ARTA</p> <p>Submit complaints thru their website : http://arta.gov.ph/pages/complaintform.php</p> |

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.

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| 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 ACTION | 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 | Librarian or RLRC Admin Aide (Capacity Building Section) |
| | 1.2 Check availability of KEC/RLRC Function Room - If available , reply confirming availability with the link of the Online Reservation | | 20 minutes | |

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| | 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 | | 15 minutes | |
| | 2.2 Send an email confirming the reservation with the details of the reservation | | 20 minutes | |
| 3. Client registration | Request the client to register in the logbook/ QR Code upon entering the KEC/RLRC | 10 minutes | | |
| 4. Accomplishment of CSMS | Request the client to accomplish the CSMS via printed copy/ email/ QR Code after using of the Conference Room | 5 minutes | | |
| TOTAL: | | | 75 minutes/ 1 Hour and 15 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---------------------------------------|---|
| How to send feedback | Feedback and suggestion can be send through email (capbs.foncr@dswd.gov.ph) and telephone numbers 5-310-1433 or through the QR Code of the Client Satisfaction Measurement Form: https://forms.gle/jQVd8ZybwRRvszio6 and Evaluation Form: https://forms.gle/Kr7PWinXsAiT5sJA9 |
| How feedbacks are processed | <p>Weekly, the Admin Assistant Aide IV encodes all submitted feedback and relays it to the responsible office/ staff.</p> <p>The responsible office/ staff answer the cited concerns within 3 days upon receipt of the feedback.</p> <p>The reply is sent to the customer/ concerned staff.</p> <p>For queries and follow-ups, customers/ concerned staff may contact 5-310-1433.</p> |
| How complaints are processed | Feedback and complaints undergo the same process. |
| 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 |

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

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| 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 ACTION | 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. | 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. | None | 5 minutes | Administrative Assistant |
| | 1.2 Forward request to the NHTO Operations Division/Project Development Officer for review | | | |
| | 1.3 Input comments, review, and recommend if the request is for processing or not then | | 2 hours | NHTO Operations Division Chief/ NHTS PPD Chief |

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| | endorse to the NHTO Director/NHTS Regional Director | | | |
| | 1.4 Review and decide if the request is for approval/ disapproval then inform the assigned Project Development Officer | | 2 hours | <i>NHTO Director/ NHTS Regional Director</i> |
| | 1.5 Inform the requesting party on the approval /disapproval of the data request If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on AO 09, s. 2021. End of process. | | 10 minutes | <i>Project Development Office</i> |
| | 1.6 Assess if the attached electronic copy of names is in accordance with the template required. If not in accordance with the required template - Inform the requesting party for revision. If in accordance – Inform the | | 1 hour | <i>Information Technology Officer</i> |

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| | Administrative Assistant of the schedule of release of the results. | | | |
| | 1.7 Process the request on a set deadline, depending on the volume or number of names to be matched | | 20 days (for 300,000 names) | Information Technology Officer |
| | 1.8 Review the result of the name matching. | | 3 days | NHTO Quality Management Section (QMS)/ NHTS Information Technology Officer |
| | 1.9 Secure the data by adding password protection to the file. | | 2 days | Information Technology Officer |
| | 1.10 Prepare the Data Release Form (DRF), draft memo replies 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 | | | NHTO DPS Head and QMS Head/ NHTS Head/ PDO |
| | 1.11 Counter sign in the DRF | | | NHTO IT Division Chief/ NHTS PDO |
| | 1.12 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it | | | |

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| | to the administrative unit | | | |
| | 1.13 Sign the memorandum/ endorsement letter. | | 4 hours | <i>NHTO Director/ NHTS Regional Director</i> |
| | 1.14 Track and scan the document before releasing the result to the requesting Party | | 5 minutes | <i>Administrative Assistant</i> |
| 2. Call NHTO Office | 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 | 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> |
| <div> <div>TOTAL:</div> <div><i>*with possible extension on the actual data processing depending on the volume of data and names required</i></div> </div> | | | 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

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|---|---|---|------------------------|---|
| 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 ACTION | 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. | Receive and record the request in the document transaction/ tracking system. | None | 5 minutes | <i>Administrative Assistant</i> |
| | 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 | | 4 hours | <i>NHTO Operations Division Chief/ NHTS PPD Chief</i> |
| | 1.3 Input comments, review, and recommend if the request is for processing or not then endorse to the | | | |

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|--|---|--|------------|--|
| | NHTO Director/NHTS Regional Director | | | |
| | 1.4 Review and decide if the request is for approval/ disapproval then inform the assigned Project Development Officer | | 4 hours | <i>NHTO Director/ NHTS Regional Director</i> |
| | 1.5 Inform the requesting party on the approval/ disapproval of the data request If Disapproved- Return to requesting party and stating in the letter the reasons for disapproval based on AO 09, s. 2021. End of process. If Approved - Endorse to the NHTO IT DPS Section Head *Note: For NHTS- If approved, the request will be processed. | | 30 minutes | <i>Project Development Officer</i> |
| | 1.6 Process the request. | | 3 days | <i>Information Technology Officer</i> |
| | 1.7 Review result of data generation. | | 3 days | <i>NHTO QMS/ NHTS Information Technology Officer</i> |
| | 1.8 Secure the data by adding password | | 1 day | <i>Information Technology Officer</i> |

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| | protection to the file. | | | |
| | 1.9 Prepare the Data Release Form (DRF), draft memo replies 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 | | | |
| | 1.10 Counter sign in the DRF | | | NHTO DPS Head and QMS Head/ NHTS Head/ PDO |
| 2. Call NHTO Office | Upon receiving the result from NHTO, the requesting party will contact (thru phone) Data Processing Section for the password of the file. | None | | Information Technology Officer |
| 3. Submit Listahanan Data Utilization/ Feedback Report | 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: | | | 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.

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|---|---|---|------------------------|--|
| 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 ACTION | 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). | 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. | | | |
| | 1.2 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 | | 5 hours | NHTO Director/ NHTS PPD Chief |
| | 1.3 Review the request if: a. <i>Not clear</i> – In case of vague data request-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 | | 5 hours | <i>NHTO Head Statistician/ NHTS Regional Field Coordinator</i> |

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| | the <i>Listahanan</i> database. | | | |
| | b. <i>Clear</i> – Endorse request to the Associates Statisticians for data generation. | | | |
| | 1.4 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. | | 1 day | <i>Associate Statisticians</i> |
| | 1.5 Draft reply letter/ memorandum | | | |
| | 1.6 Submit the generated data and reply letter to the NHTO Head Statisticians/ NHTS RFC | | | |
| | 1.7 Countercheck the generated statistical/ raw data if: a. <i>Not accurate</i> – Return the generated statistical/ raw data to the Associate Statisticians for revisions. b. <i>Accurate</i> – Submit the generated data statistical/ raw to the NHTO Operations Division Chief/ NHTS PPD Chief. | | 5 hours | <i>NHTO Head Statistician/ NHTS RFC</i> |
| | 1.8 Review the facilitated data, countersign reply letter/ memorandum and endorse to | | 5 hours | <i>NHTO Operations Division Chief/ NHTS PPD Chief</i> |

| | | | | |
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| | the Director for approval and release. | | | |
| | <p>1.9 Review further the facilitated data request. If the generated statistics/ raw data is:</p> <p>a. <i>Not accurate and acceptable</i> – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p> | | 5 hours | NHTO Director/ NHTS Regional Director |
| 2.Receive the data requested | Track and facilitate the release of the <i>approved</i> data request to the requesting party. Administer the CSMS form per CART guidelines | None | 10 minutes | Administrative Assistant Associate Statisticians |
| 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 | Project Development Officer |
| TOTAL: | | | 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 drop box or email to nhtspr.npmo@dswd.gov.ph |
| How feedbacks are processed | <p>Every end of the week, all forms are compiled and recorded in the feedback log book by the Administrative Officer.</p> <p>Feedback requiring answers shall be forwarded to the concerned staff or sections and response shall be forwarded to the client within 3 days upon receipt of feedback.</p> <p>For concerns and inquiries, the clients may send an email to nhtspr.npmo@dswd.gov.ph</p> |
| How to file a complaint | <p>Fill out the complaint form to be provided by the Administrative Officer and shall be forwarded to the designated Complaints Officer.</p> <p>Complaints may also be filed via electronic mail at nhtspr.npmo@dswd.gov.ph specifying the staff being complained, incident, and evidence if available.</p> |
| How complaints are processed | <p>The Complaints Officer shall evaluate and discuss the complaint with the immediate supervisor of the concerned staff.</p> <p>The Complaints Officer shall investigate and create an incident report specifying the facts and results of investigation. The report shall be forwarded to the NHTO Director for appropriate action. 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 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

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|---|--|--------------------------|---|--------------------|
| Office or Division: | | NTSSD ICTMS | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Government | | |
| 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 ACTION | 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 | None | 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 | | | |

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|--------|---|--|---------|--|
| | concerned for facilitation of Purchase Request, if for Service Provider’s diagnosis and parts replacement | | | |
| TOTAL: | | | 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.

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|--|--|--|---|--|
| 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 ACTION | 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 | | 30 minutes | |
| | 2.3 Review and Sign/initial the SR | | 3 hours (depending on the availability of signatories) | <i>Ana Theresa M. Laurio OIC, PAS Ms. Liezavel Gonzales Concurrent OIC, HRMDD</i> |

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| | 2.4 Inform the client that SR is ready (either through chat, e-mail or phone call) | | 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: | | | 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.

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|---|--|--|---|---|
| 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 ACTION | 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 | | 30 minutes | |
| | 2.3 Review and Sign/initial the COE | | 2 hours | Ana Theresa M. Laurio OIC, PAS Ms. Liezavel Gonzales Concurrent OIC, HRMDD |

| | | | | |
|---|---|--|------------|---|
| | 2.4 Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone call) | | 10 minutes | Personnel Admin. Asst. FO Personnel Administration Section |
| TOTAL: | | | 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 ACTION | 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 | 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 | | 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 necessary documents | | 3 hours and 30 minutes | |

| | | | | |
|--|---|--|------------|--|
| | 2.4 Review and Sign/initial the ELARS and the Certificate | | 1 day | Ana Theresa M. Laurio OIC, PAS Ms. Liezavel Gonzales Concurrent OIC, HRMDD |
| | 2.5 Inform the client that the Certificate is ready (either through chat, e-mail or phone call) | | 10 minutes | Personnel Admin. Asst. Leave Administration Section |
| TOTAL: | | | 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.

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|---|---|--|---|---|
| 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 ACTION | 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 | | 1 day and 4 hours | |
| | 2.3 Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the | | 3 hours and 30 minutes | |

¹ Electronic Leave Administration Recording System

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| | necessary documents | | | |
| | 2.4 Review and Sign/initial the ELARS and the CLC | | 2 days | Ana Theresa M. Laurio OIC, PAS Ms. Liezavel Gonzales Concurrent OIC, HRMDD |
| | 2.5 Inform the client that CLC is ready (either through chat, e-mail or phone call) | | 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: | | | 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 | <p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answer/clarifications are forwarded to appropriate office or personnel for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response thru email or memorandum.</p> |
| 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: Telephone: : 8733-0010 loc. 211 Email: personnel.foncr@dswd.gov.ph</p> |
| 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 |
| Contact Information of CCB, PCC, ARTA | ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) PCC: 8888 |

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.

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|---|--|------------------------|------------------------|--|
| 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 ACTION | 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. | Receive the formal request or acknowledge email request and forward to concerned HRPPMS PMS Focal for action. | None | 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. | None NA | 12 hours | |
| | 2.2 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 Focal shall prepare the certification of no rating for approval. | | 7 hours | Ma. Cherry Julie Alba MDO I, HRPPMS < |

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| 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 | | 50 minutes | Ma. Cherry Julie Alba MDO I, HRPPMS |
| 4. Submit the filled-up customer feedback form to the HRPPMS PMS Focal | 4. Once the document has been received by the requesting D/S/U/C/RCFs/ individual, the HRPPMS PMS Focal staff shall file the receiving copy and record the transaction in the monitoring tool. | | | |
| TOTAL: 2 ½ 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 | <p>Accomplish the CSM Form and put in the drop box located in front of the HRPPMS receiving area; or</p> <p>Call telephone number: 87348639</p> <p>Email: hrppms.foncr@dswd.gov.ph</p> |
| 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; or</p> <p>Call telephone number: 87348639</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 <p>Evidence/s, if any</p> |
| 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</p> <p>Client shall be informed within 3 working days</p> |
| Contact Information of CCB, PCC, ARTA | <p>ARTA: complaints@arta.gov.ph</p> <p>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.

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|---|---|--|--|---|
| 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 ACTION | 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 | None | 1 Hour | AS-PSS staff AS-Property Officer AS-GASD Division Chief |
| | 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 new accountable officer. Should the end user | | | |

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| | be COS, 2 copies of the undertaking shall be printed. | | | |
| | 1.5 Generate and print barcode sticker and attach to the printed PAR/ICS | | | |
| | 1.6 Record in the logbook details of transfer of properties as stated in the printed PAR/ICS | | | |
| | 1.7 Forward PAR/ICS to the concerned OBSUs for signature of the previous accountable person and the new accountable person | | | |
| 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 | PSS staff |
| | 2.2 Approve duly accomplished document | | 5 Minutes | AS-PSS Property Officer |
| | 2.3 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person/COS | | | PSS staff |

| | | | | |
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| | 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: | | | 1 hour and 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 ACTION | 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 | | 15 Minutes | AS- PSS staff |
| | 1.2 Fill up the “inspected and received by” portion in FETS | | | |
| | 1.3 Provide copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian | | | |
| 2. Updates record of surrendered items in the Property and Supply Section/ or PREMIS | 2.1 Validate submitted FETS request if duly signed by the concerned officials and employees | None | 30 minutes | AS- PSS staff |
| | 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 | | 5 Minutes | AS-PSS Property Officer |
| | 2.7 Scan approved documents and upload to PREMIS | | 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: | | | 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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly accomplished request for PESP | <p>Validate submitted request if duly signed by the Head of OBSUs</p> <p>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 the end of every semester and for COS workers, expiration date shall be by the endo of the last</p> | None | 30 minutes | PSS staff |

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| | month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person | | | |
| | 1.2 Generate in PREMIS portable equipment sticker pass/PPESP and forward to AS-Property Officer for signature | | | |
| | 1.3 Record PESP/PPESP details in the logbook | | | |
| 2. Claim PESP/PPESP and present the portable property | Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP/PPESP | None | 30 Minutes | AS-PSS staff AS-Property Officer |
| | 2.1 Sign PESP/PPESP | | | |
| | 2.2 Attach PESP/PPESP in the most visible and secure area of the property | | | |
| | 2.3 Present PESP /PPESP request submitted by the client for signature as received sticker 2.4 Update PREMIS and marked sticker pass as claimed | | | |
| TOTAL: | | | 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 | |
| Three (3) copies of duly accomplished RIS of concerned OBSU One (1) Photocopy of approved PPMP of requesting OBSU | | | RIS template issued to respective Office, Bureaus, Services, Units (OBSUs) with prescribed format; Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly approved RIS to Property and Supply Section with approved PPMP | 1.1 Receive, review submitted RIS with attached PPMP, record in the logbook for the RIS received | None | 1 Hour | PSS Staff |
| | 1.2 Assign RIS number | | | |
| | 1.3 Verify availability of requested supplies and materials | | | |
| | 1.4 Update concerned OBSU staff on the availability or non-availability of supplies and materials | | | |
| | 1.5 Request for the approval of RIS by the AS-GASD Division Chief | | | |

| | | | | |
|--|--|------|------------------------|--|
| Accomplish Certificate of Non-Availability of Supplies | 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 |
| Receipt of issued supplies and materials | Issue requested and available supplies to OBSU staff Updating of stock/bin card Update database | None | 1 Hour | PSS staff |
| TOTAL: | | | 2 hours and 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 | |
| One (1) Original copy of memorandum requesting for issuance of property | | | From concerned OBSUs and personnel, interoffice memorandum format | |
| Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) | | | From AS-PSS through the Designated Property Officer of concerned OBSU | |
| Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip | | | From the AS-PSS / PREMIS online through the Designated Property Officer of concerned OBSU | |
| CLIENT STEPS | AGENCY ACTION | 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. | 1.1 Receive, review and verify the availability of request | None | 1 Hour | Requesting OBSU AS -PSS staff |
| | 1.2 Inform requesting OBSU of availability or non-availability of items. | | | |
| | 1.3 Request approval of FETS for confirmation of transfer | | | |
| 2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment | 2.1 Update PREMIS and generate PAR or ICS | None | 1 Hour | Requesting OBSU AS- PSS staff AS-Property Officer |
| | 2.2 Transfer accountability through | | | |

| | | | | |
|--|---|------|---------|------------------------------|
| | <div> <div> updating of database and issuance of PAR or ICS for reissuance of equipment/ semi-expendable supply </div> <div>2.3 Process the approval of PAR or ICS</div> </div> | | | |
| Confirm acceptance of item or property through signing of PAR or ICS | Physical issuance of item or equipment and filing of PAR or ICS | None | 1 Hour | Requesting OBSU AS-PSS staff |
| TOTAL: | | | 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: DSWD employees and officials | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). | | | One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). | |
| One (1) original copy of Incident Report addressed to the Barangay | | | To be prepared by the client without any prescribed format | |
| One (1) original copy of duly notarized Affidavit of Loss | | | | |
| One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. | | | | |
| One (1) original copy of Police Report | | | | |
| One (1) original copy Comments of the Head Cluster | | | | |
| One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. | | | | |
| One (1) original copy of Inspection Report of Damaged Property. | | | From AS- PSS Office | |
| One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request for Technical Assistance to AS-PSS re: loss of issued property | 1.1 Record the request in the logbook and forward request to AS-GASD Chief Administrative Officer | None | 5 Minutes | <i>PSS Staff Accountable Officer</i> |
| | 1.2 Review the document and assign to concerned Technical Staff of PSS | | 5 Minutes | <i>AS-GASD CAO</i> |

| | | | | |
|--|--|------|---------|---------------------------|
| | 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 | | 2 Hours | AS-PSS Technical Staff |
| 2. Submit request for relief from property accountability to COA with the following documentary requirements: RLSDDP Affidavit of Loss Affidavit of Two (2) Disinterested Person Comment of the Cluster Head Police Blotter and Certification (if applicable) Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency Inspection Report of Damaged Property. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) | Review the documents submitted: If not complete - Prepare Memorandum requiring Accountable Officer to comply with documentary requirements If complete – Prepare endorsement letter to Commission on Audit the Request for Relief as recommended by the Regional Director Forward the signed endorsement to COA copy furnished the Accountable Officer. | None | 2 Hours | AS-PSS Technical Staff |

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|--|---|------|---------|---|
| 3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision | Provide Technical Assistance as follows: 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 Update records/PREMIS Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement in accordance with COA decision | None | 2 Hours | AS-PSS <i>Technical Staff</i> FMU staff |
| 4. Submit replacement unit in accordance with COA Decision | Request presence of COA representative during inspection of replacement unit Analyze the specification of offered replacement item. Accept replacement unit upon concurrence of COA representative Prepare necessary documentation/ update record in PREMIS Prepare Memorandum to | None | 2 Hours | AS-PSS <i>Technical Staff</i> |

| | | | | |
|--|--|------|---------|-------------------------------|
| | FMS with COA's acceptance of offered replacement for lost property for reference and recording in the Books of Account. | | | |
| 5. Pay the value of property in accordance with the COA Decision | <p>Provide assistance to Accountable Officer as to the mode of payment</p> <p>Prepare Memorandum to FMS for the receipt of payment; or other settlement:</p> <p>Prepare Memorandum informing HRMDS/Personnel Transaction for salary deduction for the amount of property to be paid by Accountable Officer in accordance with COA Decision</p> <p>Prepare necessary documentation/ update record in PREMIS</p> | None | 3 Hours | <i>AS-PSS Technical Staff</i> |
| 6. Submit request for relief from property accountability to COA with the following documentary requirements: RLSDDP Affidavit of Loss Affidavit of Two (2) Disinterested Person Comment of the Cluster Head | <p>Review the documents submitted:</p> <p>If not complete - Prepare Memorandum requiring Accountable Officer to comply with documentary requirements</p> <p>If complete – Prepare endorsement letter to Commission on</p> | None | 2 Hours | <i>AS-PSS Technical Staff</i> |

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| Police Blotter and Certification (if applicable) Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency Inspection Report of Damaged Property. Copy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) | Audit the Request for Relief as recommended by the Regional Director Forward the signed endorsement to COA copy furnished the Accountable Officer. | | | |
| TOTAL: | | | 11 hours and 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 that 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.

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|--|---|------------------------|--|----------------------------------|
| 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: DSWD employees and officials | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA | | | From AS-PSS through PREMIS | |
| One (1) original copy of Memorandum requesting reimbursement/replacement of item lost signed by the Regional Director | | | To be prepared by the Client without any prescribed format | |
| CLIENT STEPS | AGENCY ACTION | 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 | None | 5 Minutes | AS-PSS Staff Accountable Officer |
| | 1.2 Review the Request and RLSDDP | | | |
| | 1.3 Assign the request to concerned Technical Staff | | 5 Minutes | AS-GASD CAO |
| | 1.4 Review the Request. If not complete - Return to Accountable Officer for Compliance If complete – Prepare Memorandum on the recommendation | | 2 Hours | AS-PSS Technical Staff |

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| | <p>relative to request signed by the Regional Director</p> <p>Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/ Replacement of Lost Property.</p> | | | |
| 2. Submit compliance on the approved recommendation of settlement. | <p>Reimbursement</p> <p>Assist the Accountable Office for the Issuance of Order of Payment from Accounting Division.</p> <p>Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment.</p> <p>Update PREMIS as to the settlement of property accountability made</p> <p>Replacement Inspection of the offered replacement item.</p> <p>If not compliant – Return the item/s to Accountable Officer for compliance.</p> | | | |

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|--------|--|--|------------------------|--|
| | <div>If compliant – Update record in PREMIS Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.</div> | | | |
| TOTAL: | | | 3 hours and 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.

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

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| | b. Prepare the needed documents and information for the conduct of Technical Assistance | | | |
| | 1.4 Conduct Technical Assistance on the scheduled date | | 3 days | |
| 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. Prepare Feedback Report for approval of AS-GASD Division Chief Provide copy of Feedback Report to the requestor of Technical Assistance | | 5 Days from returned to Official Station | |
| TOTAL: | | | 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 | 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: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) PCC: 8888 |

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.

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|--|--|-----------------|--|---|
| 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 | |
| Accomplished manual request form (Request for Technical Assistance); or | | | General Services Section-Administrative Division | |
| Verbal Request | | | | |
| CLIENT STEPS | AGENCY ACTION | 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. | Review, check and coordinate with HRMDD and AD. | None | 15 minutes | Louel A. Soliva Administrative Officer/Staff |
| | Receive the request and forward to assigned personnel for appropriate action. | | 10 minutes | Arvin dela Torre Supervisor D-Triumph Janitorial Services |
| | Verify the disinfection schedule and see if there is a pending request. | | 15 minutes | Louel A. Soliva Administrative Officer/Staff |
| | Notify if the requested date/ time is approved/ confirmed by the affected office so they could vacate at once. Otherwise, inform the next available date/time of | | 10 minutes | |

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| | 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 | | 3 hours | <i>Louel A. Soliva</i> Administrative Officer / Staff |
| | 2.3 Coordinate with the requesting office after the activity. | | 5 minutes | |
| 3. Fill-out the feedback form (Client Satisfaction Measurement Form) and submit to the assigned personnel. | 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: | | | 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.

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|--|--|------------------------|------------------------|--|
| 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 | |
| 1. Request Form 2. Trip Tickets 3. Daily Vehicle Maintenance Checklist (by the Driver) 4. Gasoline Request (by the Driver) – one copy of each form to be submitted to the GSS; 1 request form from the end-user | | | | |
| CLIENT STEPS | AGENCY ACTION | 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 | | 2 minutes | <i>Administrative Aide IV (all Drivers) and/or Administrative Aide I/GSS Dispatcher (GSS) Kharl T Aman</i> |
| | 1.3 Conduct Inspection/ BLOW BAGETS in vehicles (Brakes, Lights, Oil, Water, Battery, Air, Gas, Engine, Tire and Self) | | 5 minutes | <i>Administrative Aide IV/All Drivers</i> |
| | 1.4 Preparation of Trip | | 1 minute per vehicle | <i>Administrative Aide /Dispatcher</i> |

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|--|---|------|-----------------------------|---|
| | Tickets/Travel Order | | | <i>Gregorio /Nancy Santos, Victor Casuco</i> |
| | 1.5 Request for Provision of Gasoline and processing | | 2 minutes | <i>Administrative Assistant III (GSS) Grace Japitan</i> |
| | 1.6 Schedule of Trips/Travel based on the request | | 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 | None | 1 day | <i>GSS Dispatcher (Nancy Santos/Victor Casuco)</i> |
| | 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 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 | None | 30 minutes | <i>GSS Dispatcher (Nancy Santos/Victor Casuco)</i> |
| | 3.2 The GSS Head signs the certification | | | |
| | 3.3 Issue the certification | | | |
| TOTAL: | | | 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 | <p>Accomplished client survey is consolidated in a quarterly basis.</p> <p>Feedbacks are basis for evaluation regarding the data gathered and specifically to identify plans and actions and/or corrective measures recommended for execution.</p> |
| 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 | <p>Complaint letter if ever there is one affecting other concerned units /office, shall be forwarded for appropriate action.</p> <p>Reply letter shall be sent to the complainant.</p> |
| 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

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|---|---|
| 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 government • 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 | <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> |

| <div> <ul style="list-style-type: none"> 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 <p>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</p> </div> | | | | |
|--|---|-----------------|-------------------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. 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). BAC Secretariat checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement Section (PS) - Receiving Staff. 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 | Not applicable | Three (3) calendar days | End Users (D/P/S/U/CRCFs) /BAC Sec/ PS-Officer/Buyer |

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|---|---|----------------|------------------------|-----------------------|
| | <p>buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/ approved Terms of Reference (TOR). 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) 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 | 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>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, 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</p> | Not Applicable | Three (3) working days | PS-CMU, Supplier |

| | | | | |
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| | Focal (Counterpart) shall facilitate the signing of the PO/Contract, notifies and serves immediately to the service provider/other agency. | | | |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers | Preparation of Disbursement Voucher (DV) for Payment (<i>GAM Vo. II/ Appendix 32 Instructions</i>) 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. For CRCF, their respective Procurement Focal/ counterpart shall then prepare the voucher and facilitate the payment to the supplier/contractor (agency). | Not Applicable | Three (3) working days | PS-CMU, End User, FMS |
| TOTAL: | | | 12 days | |

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

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|--|----------------------|---|------------------------|---------------------------|
| 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 secret, and copyrights • 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 <p>No suitable substitute can be obtained at more advantageous terms to the Government</p> | | <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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|------|-------------------------|--|
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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 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</p> | None | Three (3) calendar days | End-user Unit/s (D/P/S/U/CRCF s) , BAC-Secretariat, Procurement Section (PS) - Officer/Buyer |
|--|--|------|-------------------------|--|

| | | | | |
|--|--|------|-------------------------|----------------------------|
| | <p>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>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>1.2 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 submit price quotations/ proposal including the terms and condition of sales, and certifications that proves exclusive dealership.</p> | None | Three (3) calendar days | PS-Officer/Buyer, Supplier |

| | | | | |
|--|--|-----------------------|-------------------------------|------------------------|
| | <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>1.3 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> <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 the 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</p> | <p>Not applicable</p> | <p>Ten (10) calendar days</p> | <p>BAC Secretariat</p> |

| | | | | |
|---|--|----------------|------------------------|-----------------------|
| | <p>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 updating of the Procurement Monitoring Tools and afterwards endorse to PS-CMU for the preparation of Purchase Order/Contract.</p> | | | |
| 2. 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. | | | |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <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 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> | Not Applicable | Three (3) working days | PS-CMU, PASMS |
| 4. Preparation and Signing of 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,</p> | None | Three (3) working days | PS-CMU, End User, FMS |

| | | | | |
|---------------|---|--|----------------|--|
| | <p>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/contractor.</p> <p>For CRCF, their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/contractor.</p> | | | |
| TOTAL: | | | 25 days | |

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 |
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| 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> <p>Approved Project Proposal Approved Terms of Reference Justification Letter Market Survey / Market Research Price Quotation/ Proposal</p> <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> <p>For petroleum fuel (gasoline, diesel, and kerosene), oil and lubricants:</p> <p>Direct retail purchase of POL 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>Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.</p> | <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> |

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.

For airline tickets:

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.

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.

Payment may be made through cash advance, reimbursement or other allowable payment modalities subject to pertinent auditing and accounting rules.

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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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> | None | Three (3) calendar days | End-user Unit/s (D/P/S/U/CRCFs), BAC-Secretariat, PS-Officer/Buyer |

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| | <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 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- Receiving Staff records, update the PMT and endorses to the Procurement Officer/Buyer.</p> | | | |
| 1.2 Approved PR received | <p>The PS- Officer/Buyer shall facilitate the review</p> | Not applicable | One (1) calendar day | PS- Officer/Buyer |

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| | <p>of the submitted documents from the target agency.</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: Agency to Agency as the mode of procurement and award of contract to the identified supplier and/or service provider.</p> | | | |
| | <p>1.3 Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, the BAC Sec Staff reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods.</p> <p>The BAC Sec Staff then prepares the BAC Resolution with the following recommendation.</p> <p>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 POL products and airline tickets at retail pump</p> | None | Ten (10) calendar days | BAC Secretariat, PS-CMU |

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| | <p>price or at the most reasonable retail price, as the case may be.</p> <p>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.</p> <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</p> | | | |
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| | 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 Memorandum of Understanding/Agreement (MOU/A). | | | |
| 2. Prepare the ORS and have the PO signed by the HoPE | <p>2.1 End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>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)</p> | None | Three (3) working days | End-user Unit |
| | <p>2.2 Receipt of the funded Memorandum of Understanding/ Agreement (MOU/A)</p> <p>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.</p> | None | Three (3) working days | |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <p>Contract Implementation</p> <p>End User Unit/s (D/P/S/U/CRCFs) shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user</p> | None | As indicated in the approved TOR | End-user Unit |

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| | 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. | | | |
| 4. Preparation and Signing of Disbursement Vouchers | <p>Preparation of Disbursement Voucher (DV) for Payment (<i>GAM Vo. II/Appendix 32 Instructions</i>)</p> <p>Upon receipt of the Billing/Statement of Account, and other supporting documents, the end-user unit shall prepare.</p> <p>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.</p> | Not Applicable | Three (3) working days | End-user Unit, FMS |
| TOTAL: | | | 23 days | |

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.

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| 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> <p>Approved Project Proposal Approved Terms of Reference (TOR) Justification Letter Market Survey/Market Research</p> <p>Applicability:</p> <p>Goods Infrastructure Project Consulting Services</p> <p>Conditions for Emergency Cases:</p> <p>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: To prevent damage to or loss of life or property To restore vital public services, infrastructure facilities and other public utilities 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</p> | | <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>When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered</p> <p>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</p> | | | | |
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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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 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</p> | None | Three (3) Calendar days | End-user Unit/s (D/P/S/U/CRCFs) , BAC-Secretariat, Procurement Section (PS) - Officer/Buyer |

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| | <p>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 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>1.2 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</p> | None | Three (3) calendar days | PS-Officer/Buyer, Supplier, BAC Secretariat, TWG |

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| | <p>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 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>1.3 Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>Upon receipt of the documents, the BAC Sec Staff review and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially</p> | None | Ten (10) calendar days | PS-Officer/Buyer, BAC Secretariat, End-user Unit |

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| | <p>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 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</p> | | | |
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| | 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. | | | |
| 2. Prepare the ORS and have the PO signed by the HoPE | <p>2.1 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, 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</p> | None | Three (3) working days | PS-CMU, End-user Unit |

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| | <p>ORS and facilitate the processing</p> <p>2.2 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/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> | Not Applicable | Three (3) working days | PS-CMU, Supplier |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <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</p> | None | Three (3) working days | PS-CMU, PASMS |

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| | <p>warehouse space, and prepare the Request for inspection (RFI) addressed to its respective Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to Procurement Section – CMU, which will be the basis for the preparation of Disbursement Voucher (DV) for processing of payment.</p> | | | |
| 4. Preparation and Signing of 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, 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</p> | None | Three (3) working days | PS-CMU, End Users, PASMS |

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| | and facilitation of payment to the supplier/consultant. For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/ consultant. | | | |
| TOTAL: | | | 28 days | |

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.

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| 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> <p>Approved Project Proposal Approved Terms of Reference Justification Curriculum Vitae</p> <p>Applicability: Consultancy Services</p> <p>Conditions for Highly Technical Consultant: Work involves: 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 3 rd Floor, Room 301, FO-NCR Old Building | |
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSIN G TIME | PERSON RESPONSIBLE |
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | 1.1 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 | None | Three (3) Calendar days | End Users (D/P/S/U/CRCFs) /BAC Sec/Procurement Section – Officer/Buyer |

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| | <p>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> <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</p> | | | |
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| | <p>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>1.2 Approved PR received</p> <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> | None | One (1) Calendar Day | Procurement Section (PS) - Officer/Buyer |
| | <p>1.3 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</p> | None | Ten (10) Calendar days | BAC Secretariat, End-user Unit, TWG |

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| | <p>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 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 the be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its</p> | | | |
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| | <p>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 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> | | | |
| 2. 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</p> | None | Three (3) working day | PS-CMU, End-user Unit |

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| | <p>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 OBRS and facilitate the processing.</p> | | | |
| <p>3. Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p> | <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, 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.</p> <p>For CRCF, their respective Procurement Focal (counterpart) shall then prepare the voucher and facilitate the payment to the supplier/contractor.</p> | None | Three (3) working days | PS-CMU, End User, FMS |
| TOTAL: | | | 20 days | |

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> <p>Approved Project Proposal Evaluation Criteria/Rating Factor Justification on the proposed venue/location Certification that DSWD facilities are not available</p> <p>Applicability:</p> <p>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> <p>Conditions for Lease of Real Property and Venue:</p> <p>The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical</p> | <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>The ABC shall be set using the midpoint 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</p> <p>Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184.</p> <p>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.</p> <p>Receipt of <u>at least one (1) quotation</u> is sufficient to proceed with the evaluation.</p> | | | | |
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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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's (PS)- Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement</p> | None | Three (3) calendar days | End Users (D/P/S/U/CRCFs)/BAC Sec/Procurement Section – Officer/Buyer |

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| | <p>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> <ul style="list-style-type: none"> - 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>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>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>1.2 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 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> | None | One (1) calendar day | PS-Officer/Buyer, BAC Secretariat/ TWG |
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| | <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>1.3 Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending adoption of the Negotiated Procurement – Lease of Venue modality and award of contract to the service provider with Lowest Calculated and Responsive Quotation. The Abstract of Quotation. The Abstract of Quotations and NOA shall the be endorsed to the Head of the BAC Secretariat for final review and comments, prior to</p> | None | Ten (10) calendar days | PS-CMU, BAC Secretariat, End-user Unit | |

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| | <p>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> | | | |
| 2. Prepare the ORS and have the PO signed by the HoPE | <p>2.1 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., 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,</p> | None | Three (3) working days | PS-CMU/End Users |

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| | <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 officer/focal (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p> | | | |
| | <p>2.2 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.</p> <p>PO/Contract of CRCF shall be endorse to its concerned procurement officer/focal for the facilitation of the same.</p> | None | Three (3) working days | PS-CMU/CRCF-Procurement Focal/Supplier |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <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</p> | None | Three (3) working days | PS-CMU, PASMS |

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| | basis for the preparation of Disbursement Voucher for processing of payment | | | |
| 4. Preparation and Signing of 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, 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 service provider.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant</p> | Not Applicable | Three (3) working days | PS-CMU, End Users, FMS |
| TOTAL: | | | 26 days | |

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> <p>Justification Market Survey/Market Research Previously Awarded Contract, BAC Resolution, Notice of Award, Notice to Proceed Inspection and Acceptance Certificate Price Quotation</p> <p>Applicability:</p> <p>Goods Infrastructure Projects Consulting Services</p> <p>Conditions for Repeat Order:</p> <p>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 Availd 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</p> | <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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-------------------------|---|
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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 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</p> | None | Three (3) calendar days | End-user Unit/s (D/P/S/U/CRCFs), BAC Sec/, Procurement Section (PS) – Buyer/Canvasser |

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| | <p>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 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>1.2 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> | None | Three (3) calendar days | Procurement Section (PS)- Officer/Buyer | |
| <p>1.3 Preparation of BAC Resolution and Issuance of Notice of Award (NOA)</p> | None | Ten (10) calendar days | BAC Secretariat | |

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| | <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 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</p> | | | |
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| | <p>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> | | | |
| <p>2. Prepare the ORS and have the PO signed by the HoPE</p> | <p>2.1 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> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the</p> | <p>Not Applicable</p> | <p>Three (3) working days</p> | <p>PS-CMU, End-user Unit</p> |

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| | necessary PO/Contract and ORS and facilitate the processing | | | |
| | <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 supplier, or contractor.</p> | None | Three (3) working days | PS-CMU, Supplier |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <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 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.</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> | None | Three (3) working days | PS-CMU, PASMS |

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| 4. Preparation and Signing of Disbursement Vouchers | <p>Facilitation 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, 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 |
| TOTAL: | | | 28 days | |

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.

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| 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> <p>Approved Project Proposal Approved Terms of Reference Justification Price Quotation/ Proposal Market Scanning/ Research</p> <p>Applicability: 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, business, trade or legal journal, magazine, paper, subscription, or other exclusive statistical publications and references; 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> <p>Conditions for Scientific, Scholarly, or Artistic Work, Exclusive Technology and Media Services:</p> | | <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>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> <p>The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms</p> <p>The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms</p> | | | | |
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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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 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</p> | None | Three (3) calendar days | End Users (D/P/S/U/CRCFs) /BAC Sec/Procurement Section – Officer/Buyer |

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| | <p>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 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>1.2 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 technology and media services.</p> | None | One (1) Calendar Day | Procurement Section (PS) - Officer/Buyer |

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| | <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>1.3 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, 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</p> | None | Ten (10) Calendar days | BAC Secretariat, TWG, End-user Unit |

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| | <p>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 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 the 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</p> | | | |
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| | <p>BAC Sec. Staff serve it at once to the awarded service supplier or contractor. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section – Contract Monitoring Unit (PS-CMU) for the preparation of Purchase Order/Contract.</p> | | | |
| <p>2.Prepare the ORS and have the PO signed by the HoPE</p> | <p>2.1 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 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>Not applicable</p> | <p>Three (3) working day</p> | <p>PS-CMU, End-user Unit</p> |

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| | <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>2.2 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 (counterpart) for the facilitation of the same.</p> | Not Applicable | Three (3) working days | PS-CMU, Supplier |
| <p>3. Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p> | <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, 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</p> | None | Three (3) working days | PS-CMU, End User, FMS |

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| | 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. | | | |
| TOTAL: | | | 23 days | |

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> <p>Approved Terms of Reference TA Report (GSS/ICTMS/SMO)</p> <p>Applicability: Goods Infrastructure Projects</p> <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> <p>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 furniture, as well as trucking, hauling and related or analogous services.</p> <p>Conditions for Shopping under Section 52.1 (a): 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> | <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>Conditions for Shopping under Section 52.1 (b): 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></p> <p>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</p> | | | | |
|--|--|-----------------|-------------------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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</p> | None | Three (3) calendar days | End Users (D/P/S/U/CRCFs) /BAC Sec/Procurement Section – Officer Buyer |

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| | <p>thoroughly review of the technical specifications, which must be in accordance to the approved project 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 compliance.</p> | | | |
| | <p>1.2 Approved PR received</p> <p>The PS-Officer/Buyer then endorses the relevant supporting documents to the PS-Receiving Staff for the</p> | None | One (1) calendar day | PS-Officer/Buyer, BAC Secretariat/ TWG |

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| | <p>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-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> | | | |
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| | <p>1.3 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-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 NCR who will examine and evaluate the submitted documents, and determine their compliance to the</p> | None | Three (3) calendar days | BAC Secretariat, End-user Unit/TWG |
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| | <p>minimum technical specifications set by the End User Unit/s, and recommend to the BAC their findings.</p> | | | |
| | <p>1.4 Preparation of Abstract of Quotation</p> <p>The BAC Secretariat Staff shall then prepare the BAC Abstract of Canvass (AOC)/ Abstract of Quotations recommending adoption of the Shopping modality and award of contract to the supplier/service provider/contractor and consultant with Lowest Calculated and Responsive Quotations. The AOC/AOQ shall the be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HOPE).</p> <p>The BAC Secretariat Staff shall endorse the approved BAC 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> | None | Seven (7) calendar days | BAC Secretariat, End-user Unit |
| 2. Prepare the ORS and have the PO signed by the HoPE | 2.1 Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation | None | Three (3) working days | PS-CMU, End-user Unit |

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| | <p>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 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>2.2 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</p> | None | Three (3) working days | PS-CMU, Supplier |

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| | focal for the facilitation of the same. | | | |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <p>Supply and Delivery of Goods</p> <p>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.</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> | None | Three (3) working days | PS-CMU, PASMS |
| TOTAL: | | | 23 days | |

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.

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| 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> <p>Approved Terms of Reference TA Report (GSS/ICTMS/SMO)</p> <p>Applicability:</p> <p>Goods Infrastructure Projects Consulting Services</p> <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 <u>Receipt of at least one (1) quotation/proposal is sufficient</u> to proceed with the evaluation thereof 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</u> PhP50,000.00.</p> | | | <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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

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|--|--|------|-------------------------|---|
| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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 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</p> | None | Three (3) calendar days | End-user Unit/s (D/P/S/U/CRCFs), PS - Officer/Buyer |
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| | <p>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 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>1.2 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</p> | None | One (1) calendar day | PS-Officer/Buyer, BAC Secretariat/ TWG |

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| | <p>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>1.3 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 and</p> | None | Three (3) calendar days | BAC Secretariat, End-user Unit/TWG |

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|--|--|------|-------------------------|--|
| | <p>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 specifications set by the End User Unit/s, and recommend to the BAC their findings.</p> | | | |
| | 1.4 Preparation of Abstract of Canvass (AOC/AOQ)/BAC Resolution and Issuance of Notice of Award (NOA) | None | Seven (7) calendar days | BAC Secretariat, Consultant, End-user Unit |

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| | <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 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</p> | | | |
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| | 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. | | | |
| 2. Prepare the ORS and have the PO signed by the HoPE | <p>2.1 Endorsement to End User Unit (D/P/S/U/CRCFs) concerned for preparation of Obligation 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</p> | None | Three (3) working days | PS-CMU/End User |

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| | <p>ORS and facilitate the processing.</p> | | | |
| | <p>2.2 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 supplier, or contractor.</p> <p>Yet, PO/Contract of CRCF shall be endorse to its concerned procurement focal for the facilitation of the same.</p> | None | Three (3) working days | PS-CMU/CRCF-Procurement Focal/Service Provider |
| | <p>2.3 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> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the</p> | None | Three (3) working days | PS-CMU/PASMS/ Inspection Committee |

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| | 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). | | | |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <p>Contract Implementation -</p> <p>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.</p> | None | As indicated in the approved TOR | End-user Unit |
| 4. Preparation and Signing of 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, and other supporting documents, the PS-CMU shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the</p> | None | Three (3) working days | PS-CMU, End User Units, FMS |

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| | <p>end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/consultant.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/consultant.</p> | | | |
| TOTAL: | | | 26 days | |

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> <p>Approved Terms of Reference Approved Terms of Reference Approved Project Proposal</p> <p>Applicability: Goods Infrastructure Projects Consulting Services</p> <p>Documentary Requirements: Approved Terms of Reference Approved Terms of Reference Approved Project Proposal BAC Resolution Declaring 2nd Failure of Bidding</p> <p>Conditions: 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 bidding 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.</p> | <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 ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 1. Submit the PR to the Receiving Staff located at BAC Secretariat | <p>1.1 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'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</p> | None | Three (3) calendar days | End-user Unit/s (D/P/S/U/CRCFs), PMS-BAC-Secretariat, Procurement Section (PS) - Officer/Buyer |

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| | <p>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 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</p> | | | |
| | <p>1.2 Approved PR received</p> <p>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- 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> | None | One (1) calendar day | PS-Officer/Buyer |

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| | <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>1.3 Posting at PhilGEPS and DSWD Website, Conduct of 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)</p> | None | Three (3) calendar days | BAC Secretariat, End-user Unit/TWG |

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| | <p>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 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 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</p> | | | |
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| | <p>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> | | | |
| | <p>1.4 Preparation BAC Resolution and Issuance of Notice of Award (NOA)</p> <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</p> | None | Seven (7) calendar days | BAC Secretariat, Consultant, End-user Unit |

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| | <p>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, 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. 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> | | | |
| 2. Prepare the ORS and have the PO signed by the HoPE | <p>2.1 Endorsement to End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS)</p> <p>Procurement Section – Contract Monitoring Unit (PS-CMU) prepares and facilitate the issuance of PO/Contract.</p> | None | Three (3) working days | PS-CMU, End-user Unit |

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| | <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> | | | |
| | <p>2.2 Receipt of the funded PO/Contract</p> <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> | None | Three (3) working days | PS-CMU, Supplier/Consultant |
| | <p>2.3 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</p> | None | Three (3) working days | PS-CMU, PASMS |

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| | <p>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 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> | | | |
| 3. Submit Sales Invoice, Billing Statement or Statement of Accounts | <p>Contract Implementation -</p> <p>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.</p> | None | As indicated in the approved TOR | End-user Unit |
| 4. Preparation and Signing of 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, and other supporting documents, the PS –CMU shall update the Procurement Monitoring Tools (PMT)</p> | None | Three (3) working days | PS-CMU, End User, FMS |

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| | <p>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> | | | |
| TOTAL: | | | 24 days | |

| 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 | 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.

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|--|---|--------------------------------|--------------------|--|
| 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 ACTION | 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</i> <i>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. If none, request for issuance of CeNoPAC will be facilitated. If the client has pending administrative case, the request will not be granted | | 3 minutes | Legal Assistant |
| | 1.5 Prepare the document requested | | 30 minutes | <i>Legal Assistant</i> |

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|--|--|------|------------|--|
| | 1.6 Forward the document for signature of the concerned officials | | | <div>Atty. Sahlyna Mia Edly A. Magtibay Attorney III</div> <div>Atty. Michael Joseph J. Lorico Regional Director</div> |
| | 1.7 Track the document | | | |
| | 1.8 The recommending authority affixes initial after review of document The Regional Director signs the documents | | | |
| 2. Receive the Certificate of No Pending Administrative Case | Issue the certificate to staff | None | 2 minutes | Legal Assistant |
| TOTAL: | | | 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 <p>Evidence/s, if any</p> |
| 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 |
| 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, | 88071588 hfw.foncr@dswd.gov.ph |

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|--|---|---|
| | Alabang, Muntinlupa City | |
| 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. 8927-4244rsc.dswdnrc@gmail.cTel. No. 8927-4244rsc.dswdnrc@gmail.com |
| Sanctuary Center | Welfareville Compd. Acacia Lane, Mandaluyong City | 85321164 sanctuary_ncr@yahoo.com |
| National Vocational and Rehabilitation Center (NVRC) | J.P. Burgos Street, Brgy. Escopa III, Project 4, Quezon City | SAS: 8930-1569 Psychological Service: 09989431595 Medical Service: 09216738619 Training Service: 09393128924 Extension Service: 09178751150 Placement Service: 09420668193 Administrative Service: 8912-9752 0928-9194615 |
| Rehabilitation Sheltered Workshop (RSW) | Brgy Addition Hills, Mandaluyong City | 89127698 rsw_ncr@yahoo.com |
| Disaster Response Management Division | | drmd.foncr@dswd.gov.ph 8-733-0010 loc.117 |
| Sustainable Livelihood Program | Rm 303 DSWD-NCR 389 San Rafael cor Legarda St. Manila | 83102135 loc.303 livelihood.foncr@dswd.gov.ph |
| Pantawid Pamilyang Pilipino Program | Rm 201 DSWD-NCR 389 San Rafael cor Legarda Sts., Manila | (02) 8733-00-10 to 14 foncr@dswd.gov.ph |
| Policy and Plans Division | | |
| Policy Development and Planning Division | Room 205DSWD-NCR#389 San Rafael St. cor. Legarda St., Manila | Tel/ Fax #: 8-734-8638Trunkline #: 8733-0010Loc. 207 ppu_ncr@yahoo.com ppu_dswdnrc@yahoo.com |
| Standards Section | Room 204 DSWD-NCR 389 San Rafael cor. | 87336279 |

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| | Legarda St. Sampaloc Manila | smo2.dswdnocr@gmail.com smo.dswdnocr@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) | | Telephone: (02) 8310-0725 |
| Personnel Administration section | | Trunkline: (8)733-0010 Local 211 Tel/ Fax: (8)488-2708 |
| Human Resource Planning & Performance Management Section (HRPPMS) | | Telephone: (02) 8310-0725 hrppms.foncr@dswd.gov.ph |