



**DEPARTMENT OF SOCIAL WELFARE AND
DEVELOPMENT**

FIELD OFFICE – NATIONAL CAPITAL REGION

CITIZEN'S CHARTER
2024 1st EDITION



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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:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD 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 A.M. to 5:00 P.M., 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.

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.

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DISASTER RESPONSE MANAGEMENT DIVISION

FRONTLINE SERVICES

1. Processing of Relief Augmentation Request

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests is considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

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. Request Letter		Local Government Unit (LGU)		
2. Disaster Report and/or Certified List of Disaster-Affected Beneficiaries				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter addressed to the Office of the Regional Director with either of the following attachments: Disaster Report and/or its relative attachments based on existing guidelines.	1.1 Receive the request letter, log the document/s, and endorse the request letter to the DRMD Chief	None	5 minutes	Atty. Michael Joseph J. Lorico Regional Director – Field Officer NCR
	1.2 Endorse the same to DRRS Head		10 minutes	Mr. Jonathan C. San Agustin Social Welfare Officer III - DRMD
	1.3 Review and assess the		2 hours	

	request by DRRS Head; Validate the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGU or through the following reports, if available:			<i>Dir. Bienvenido V. Barbosa</i> <i>Director III – Chief DRMD</i>
	Latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report; or			
	Rapid Damage Assessment and Needs Analysis (RDANA) Report			
	If assessed to be invalid, proceed to Agency Action Step 1.9			
	1.4 Coordinate with the DSWD-NCR FNFI Warehouse Staff on the availability of FNFI Resources and determine other logistical requirements		30 minutes	
	1.5 If FNFIs are not available,		1 hour	<i>Mr. Jonathan C. San Agustin</i>

	<p>prepare a request letter for augmentation to DSWD-Central Office through the Disaster Response Management Group (DRMG) attention to Disaster Response Management Bureau (DRMB)</p> <p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) and endorse to the DRMD chief</p>			<p><i>Social Welfare Officer III - DRMD</i></p> <p><i>Dir. Bienvenido V. Barbosa</i> <i>Director III – Chief DRMD</i></p>
	<p>1.6 Review all documents; provide recommendation; affix initials on applicable documents; and endorse to the Assistant Regional Director for Operations (ARDO).</p> <p>If documents are not in order, return to AA #1.3.</p>		1 hour	
	<p>1.7 Review all documents; provide recommendation;</p>		1 hour	<p><i>Mr. Jonathan C. San Agustin</i> <i>Social Welfare Officer III - DRMD</i></p>

	affix initials on applicable documents; and endorse to the Regional Director.			<i>Dir. Bienvenido V. Barbosa</i> <i>Director III – Chief DRMD</i>
	If documents are not in order, return to AA #1.6.			
	1.8 Approval / Disapproval of RD, and route to DRMD for action		1 hour	<i>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – Field Office NCR</i>
	1.9 Send a response to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD-NCR warehouse to the requesting LGU.		1 hour and 30 minutes	<i>Dir. Bienvenido V. Barbosa</i> <i>Director III – Chief DRMD</i>
	1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to DSWD-NCR warehouse staff for release of goods.			
2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.	2.1 Facilitate the preparation and signature of delivery receipt by DSWD-NCR warehouse staff.	None	1 hour	<i>Mr. Jonathan C. San Agustin</i> <i>Social Welfare Officer III- DRMD</i>

	Facilitate the release of goods to requesting LGU as per the delivery plan agreed upon by both DSWD-NCR and the requesting LGU.			
	2.1.2 Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.		Within 5 days, 5 hours and 45 minutes	<i>Mr. Jonathan C. San Agustin Social Welfare Officer III- DRMD</i>
3. Receive requested goods through hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods. 3.2 Report on the release of FNIs thru submission of any of the following: a. Summary Report b. Feedback Report	None	1 hour	<i>Mr. Jonathan C. San Agustin Social Welfare Officer III- DRMD</i>

	c. Signed RIS d. Delivery Receipts e. FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
TOTAL	For the processing of request	NONE	1 day, 2 hours, 15 minutes	
	For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law		7 Days	

FINANCE MANAGEMENT DIVISION

FRONTLINE SERVICES

2. Processing of BIR Form 2322: Certificate of Donation

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

Office or Division:	Accounting Section – Regular Program
Classification:	Complex
Type of Transaction:	Processing of Certificate of Donations
Who may avail:	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation – Request Form (DSWD-NCR-FMU-AS No. 1)	<p>The Donor may download and print the request form from https://docs.google.com/document/d/1f9SxGfUBF-dgSjzUIPzKeNeGDVpg4hw8/edit?usp=sharing&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 	Requesting Party/Donor

Authorized representative must submit: 1. Filled up request form and above mention requirements; 2. Authorization letter from the donor; 3. Photocopy of government issued ID of the donor and the authorized representative (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Donor may download and print the request form Certificate of Donation – Request Form (DSWD-NCR-FMU-AS No. 1) -or- Personally visit the Accounting Office to fill-up and submit the request form	1.1 Accounting Office shall issue the request form	None	5 minutes walk-in/ email	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>
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.	2.1 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	None	5 minutes walk-in/ email	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>

	supporting documents Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to client.			
3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	3.1 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	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>
4. Donor must present the following (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents. The Authorized representative must present the following:	4.1 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	None	10 minutes	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>

Above mention supporting documents. Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's	requesting party/ies			
5. Accept the requested certificate and sign the logbook for acknowledgement	5.1 The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation.	None	5 minutes	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>
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	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>
TOTAL		NONE	6 days, 7 hours, 30 minutes	

3. 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 Phil health.

Office or Division:	Accounting Section – Finance Management Division
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; 	Former DSWD employees of the Department; or His/her authorized representative

<ul style="list-style-type: none"> • 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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form	1.1 <i>Accounting Certifications</i> * Cost of Service (COS) worker: Last Cost of Services Processed Permanent, Casual and Contractual Employee: Last Salary Processed; Pag-IBIG Loan Amortization Withheld and Remittances GSIS Loan Amortization Withheld and Remittances Philhealth Contribution and Remittances (maximum of one year)	None	5 minutes	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>
2. The former employee of the	2.1 (Email) - The accounting staff	None	10 minutes	<i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i>

<p>Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Office address (accounting@dswd.gov.ph) or (fo@dswd.gov.ph for Field Offices)</p> <p>Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</p>	<p>shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note: Only request with complete requirements will be accepted and processed. All request with incomplete requirements shall be returned to the client.</p>			
<p>3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with</p>	<p>3.1 The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the</p>	<p>None</p>	<p>15 minutes – walk-in/ email</p>	<p><i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i></p>

schedule to claim the certificate	<p>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 claim stub for the walk-in</p>			
	<p>3.2 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</p>	None	6 days and 35 minutes	<p><i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i></p>

	Accounting shall sign the reviewed certification.			
<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 the latter's government – issued ID (1 copy)</p>	<p>4.1 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	<p><i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i></p>
<p>5. Accept the requested certificate and sign the logbook for acknowledgement</p>	<p>5.1 The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.</p>	None	2 minutes	<p><i>Ms. Kristine F. Facullo – Accountant III - Accounting Section</i></p>
TOTAL		NONE	6 days, 1 hours, 27 minutes	

GENERAL ADMINISTRATIVE SERVICES DIVISION

FRONTLINE SERVICES

4. Issuance of Gate Pass for Properties for Repair/ Replacement/ Transfer/ Disposal/ Other Modes of Disposition

Issued for properties which are to be brought outside of DSWD premises for repair or replacement by the supplier and for properties that are to be disposed through sale/transfer/other mode of disposition.

Office or Division:	Property and Supply Section – General Administrative Services Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities	
Who may avail:	Property and Supply Custodian	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass		To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)
2. Property/ies to be brought outside the DSWD premises		To be prepared by the DPSC of concerned Office without any prescribed format
<u>In the absence of the authorized signatory secure any of the following:</u>		
1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession		Records and Archives Management Division (RAMD)
2. Digitally signed using the PNPKI registered digital signature		Digital signature of: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession;
3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises		From the: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for Order of succession
<u>Properties for repair/replacement attach:</u>		
1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter		Issued by the supplier/contractor

2. 1 photocopy of Technical Assistance Report	From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)			
3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)	Procurement Management Service (PMS)			
4. 1 photocopy of PAR/ICS if property is under warranty	From the accountable personnel			
5. 1 photocopy of government issued ID and company ID of client or representative	From supplier or representative			
<u>For loaned properties to be returned to supplier attach:</u>				
1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter	Issued by the supplier/contractor			
2. Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt	Issued by the Security Personnel upon entry of the property, from supplier or contractor			
3. 1 photocopy of government issued ID and company ID of client or representative	From supplier or representative			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section
	1.2 The property personnel shall review if the Gate Pass is complete and with attachments (PPIP and other		5 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section

	supporting documents)			
	1.2.1 Complete/ Duly Accomplished:			
	Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval			
	1.2.2 Incomplete/ with discrepancy:			
	Return the Gate Pass to the requestor/ DPSC for proper accomplishment.			
	1.3 The Head Property Office shall approve the Gate Pass (from 8:00 A.M. to 4:00 P.M)		2 minutes	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
	1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.		2 minutes	<i>Mr. Louel A. Soliva AO V – Property and Supply Section Mr. Kharl T. Aman CAO – GASD</i>
	1.5. The property staff shall provide the customer feedback form to the requesting		5 minutes	<i>Mr. Louel A. Soliva AO V – Property and Supply Section Mr. Kharl T. Aman CAO – GASD</i>

	<p>party for the service provided.</p> <p>1.5.1 Forward copy of the approved Gate Pass to:</p> <ul style="list-style-type: none"> a. Original copy – Security Guard b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer c. Triplicate – Property Office copy 			<p><i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i></p>
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass	None	15 minutes	<p><i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i></p> <p><i>Mr. Kharl T. Aman</i> <i>CAO – GASD</i></p>

	<p>With discrepancy Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought</p> <p>Without discrepancy Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client</p>			
	2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS.			
	2.3 Surrender the original copy of the gate pass to the Property, Supply, and Asset Management Division (PSAMD)/Propert		5 minutes	

	y and Supply Section (PSS). The Security Guard shall return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.			
	2.4 File gate pass for safekeeping and future reference.		6 minutes	
TOTAL		NONE	43 minutes	

5. Issuance of Property Clearance for Separated Officials and Employees

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

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired 6. Promoted		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>Without Property Accountability</u>			
1. Three (3) original copies of Clearance Form and/or duly approved request for transfer / resignation / retirement		Personnel Administration Division with prescribed format from Client	
<u>With Property Accountability</u>			
1. Three (3) original copies of Clearance Form		Personnel Administration Division (PAD) with prescribed format	
2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities		To be prepared by the Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)	
3. Duly signed PAR/ICS for transferred property accountability		Submitted by the personnel applying for property clearance with signature of the new end user	
<u>In Case of Lost:</u>			
1. With request for relief from property accountability due to loss - one (1) copy of COA decision		DSWD Commission on Audit without prescribed format	
2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)		Property Supply and Asset Management Division (PSAMD) without prescribed format	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three original copies of the clearance form issued by the Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.	None	15 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.		1 day	
	1.3 If No Accountability The property personnel shall record the date of effectivity of retirement / resignation /		1 day	

	transfer/detail of separation/date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval. With Accountability In form the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of canceled Property Accountability.			
2. Submit documents and other requirements as proof of canceled property accountability and accomplish Client Satisfaction Measurement Form	2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of canceled property accountability.	None	4 hours	<i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i>
	2.2 Check the “cleared” box and		10 minutes	

	affix the signature in the clearance form			
	2.3 The property personnel shall scan signed clearance form, record in clearance logbook/ monitoring sheet, forward to the next office concerned and administer the Client Satisfaction Measurement Form (either online or paper-based)		15 minutes	Mr. Kharl T. Aman CAO – GASD
	2.4 Upload scanned signed clearance in PREMIS		15 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section Mr. Kharl T. Aman CAO – GASD
TOTAL		NONE	2 hours	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

FRONTLINE SERVICES

6. 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.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Separated Officials and employees of Field Office (Permanent, Casual and Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAD Request Form or formal letter or e-mail request		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
Regional Clearance Certificate		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purposes, if needed) and submit to PAS, together with complete supporting documents.	1.1 Receive the complete documents submitted	None	10 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the documents submitted and check the FILE 201 / PER 16 if needed.	None	2 days, 4 hours (May take longer hours depending on the period of retrieving files, if needed)	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>

	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	
<i>May be extended depending on the volume of transactions handled</i>				
TOTAL		NONE	3 days	

7. Issuance of Certificate of LWOP/ No WLOP to Separated Officials and Employees

The Certificate of Leave Without Pay (LWOP)/ No LWOP is issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have Leave Without Pay (LWOP) for certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Separated Officials and employees (Permanent/ Casual/ Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (Write contact details as well for courier purposes, if needed) and submit to PAS together with complete supporting documents.	1.1 Receive the complete documents submitted	None	5 minutes	Ms. Ria O. Mercado Administrative Officer V – PAS
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)	Ms. Ria O. Mercado Administrative Officer V – PAS

	2.2 Review the ELARS vis-à-vis the Leave Ledger		1 day and 4 hours (May take longer hours depending on the volume of transactions being reviewed and on the length of service of the separated Official/employee)	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	2.3 Reprinting of the corrected ELARS, if errors are found.			
	2.3.1 Encode details to the Certificate, print the issuance and attach the necessary documents			<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	2.3.2 Review and Sign/initial the ELARS and the Certificate		2 days	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i> <i>Ms. Liezavel V. Gonzales SWO IV – Chief, HRMDD</i>
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	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	3.2 If the Certificate is to		20 minutes	

	be sent via courier service, wait until the parcel is sent to given address.			
	3.2.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.		20 minutes	
	3.2.2 Review and Sign/Initial the transmittal letter		20 minutes	Ms. Liezavel V. Gonzales SWO IV – Chief, HRMDD
	3.2.3 Encode tracking details in the e-DTMS		15 minutes	Ms. Ria O. Mercado Administrative Officer V – PAS
	3.2.4 Forward the document to the RAMS for courier service		10 minutes	
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	Ms. Ria O. Mercado Administrative Officer V – PAS
	4.2 Request the client to accomplish Customer Feedback Form			
TOTAL		NONE	7 days	

8. Issuance of Completed Central Office Clearance Certificate from Miney, Property and Legal Accountabilities to Separated Officials and Employees

A copy of duly accomplished DSWD Regional Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the Clearance Certificate may be requested by separated Officials and employees if the Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Permanent/ Casual/ Contractual/ MOA/JO Separated Field Staff and employees who already has a duly –accomplished Regional Clearance Certificate on file/submitted to PAS and without any money, property and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRMDS-PAD Request Form or formal or e-mail request		PAS Receiving Area Client		
2. Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well for courier purpose) and submit to PAS, together with complete supporting documents	1.1 Receive the documents submitted	None	5 minutes	<i>Ms. Ria O. Mercado</i> Administrative Officer V – PAS
	2.1 Review the documents	None	6 days, 6 hours	<i>Ms. Ria O. Mercado</i>

2. Wait for advice of the assigned PAS Focal Person	submitted and check the FILE 201 / PER 16 to retrieve the Regional Clearance Certificate on file.		(may take longer hours depending on the period of retrieving the files)	<i>Administrative Officer V – PAS</i>
	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>Ms. Ria O. Mercado Administrative Officer V – PAS Ms. Liezavel V. Gonzales SWO IV – Chief, HRMDD</i>
3. Inform PAS of preferred method of receiving the original/CTC copy of the Regional Clearance Certificate	3.1 Inform the client that the original/CTC copy of his/her Regional Clearance Certificate is ready and ask if		5 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>

	for pick-up or for courier service (either through chat, e-mail, or phone call)			
4. If the original/CTC copy of the Regional Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	4.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the Regional Clearance Certificate and one Customer Feedback Form for accomplishment	None	20 minutes	Ms. Ria O. Mercado Administrative Officer V – PAS
	4.2 Review and Sign/initial the transmittal letter		30 minutes	Ms. Ria O. Mercado Administrative Officer V – PAS Ms. Liezavel V. Gonzales SWO IV – Chief, HRMDD
	4.3 Encode tracking details in the e-DTMS		10 minutes	Ms. Ria O. Mercado Administrative Officer V – PAS
	4.4 Forward the document to the RAMS for courier service		10 minutes	
TOTAL		NONE	7 days	

* May be extended depending on the volume of transactions handled

9. Issuance of Service Revord (SR) to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Separated employees (Permanent/ Casual/ Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	Receive the complete documents submitted	None	10 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the Service Card data, if updated review documents submitted and	None	6 Days, 2 hours (depending on the period of retrieving the files)	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>

	check the FILE 201 / PER 16 if needed.			
	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		4 hours (Depending on the availability of signatories)	
3. Inform PAS on method of receiving the duly-signed SR.	3.1 Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
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	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	4.2 Review and Sign/Initial the transmittal letter		20 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	4.3 Encode tracking details in the e-DTMS		15 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	4.4 Forward the document to the RAMS for courier service		10 minutes	

5. If the SR is for pick-up, proceed to PAS and get the requested document.	5.1 Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form			
May be extended depending on the volume of transactions handled				
TOTAL		NONE	7 days	

OFFICE OF THE REGIONAL DIRECTOR

FRONTLINE SERVICES

10. Handling of 8888 Inquiries, Complaints, and Grievances

The Department of Social Welfare and Development established the Agency Operations Service (AOS) under President Rodrigo Roa Duterte's Executive Order No. 06, Series of 2016. This order institutionalized the 8888 Citizens' Complaint Hotline and established the 8888 Citizens' Complaint Center. The AOS must ensure adherence to the mandated 72-hour response on inquiries, complaints, and grievances referred to the DSWD through the 8888-hotline portal.

Office or Division:	Regional Operation Center – Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens’ Complaint Hotline portal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing 8888 Citizens' Complaint Hotline inquiries, complaints, or grievances:				
1. One (1) Copy of the Referral Letter (PDF format): <i>This contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i>		8888 Citizens’ Complaint Center		
2. Client Information (if available): <i>This includes the client’s name, address, telephone number, and email address (if applicable).</i>				
3. Inquiry/Complaint/Grievance Details: <i>This provides a complete and detailed description of the concern.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Citizen to lodge/file their inquiries, complaints, or grievances, regarding the Department of Social Welfare and Development (DSWD) programs,	1.1 The Technical Staff shall receive, review, evaluate, and determine if the client’s inquiry, complaint, or grievance is a	None	15minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center

services, or staff via the 8888 Hotline.	<p>DSWD concern.</p> <p>If yes, the Technical Staff shall refer to the concerned D/S/U and C/RCFs.</p> <p>If not, the Technical Staff shall request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal.</p>			
	1.2 The Technical Staff shall encode the client's details into the 8888 unified monitoring matrix.			
2. The 8888 client/s shall receive a response/ action on the concern.	2.1 The Technical Staff shall receive, review, and refer 8888 ticket/s to the concerned Division/Unit/ Service for appropriate action	None	5 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p> <p><i>8888 Focal of D/S/U and C/RCFs</i></p>
	2.2 The Technical Staff shall respond to the concern of the client accordingly.	None	2 days, 23 hours, 10 minutes	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p> <p><i>8888 Focal of D/S/U and C/RCFs</i></p>
	2.3 The Technical Staff	None	5 minutes	<i>Ms. Maridol R. Licerio</i>

	shall conduct a Client Satisfaction Measurement Survey (CSMS) to the client, provided that the client's information is available.			SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i>
	2.4 The Technical Staff shall submit the signed feedback report/memorandum addressed to the DSWD 8888 Permanent Focal Person to the AOS, detailing the action/s taken, and the complete attachments ¹ on the ticket referred by the DSWD 8888 Action Center.	None	5 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>8888 Focal of D/S/U and C/RCFs</i>
3. Receive a response or resolution to the client's concern.	3.1 The Technical Staff shall receive, review, and acknowledge the signed an official memorandum of responses submitted by the concerned D/S/U and C/RCFs. If the responses	None	8 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center

¹ Signed feedback report/memorandum, proof of communication with the client not limited to email attachments, a screenshot of the text message, or call logs that include the client's contact number with the date and time of call, text or email.

	<p>are not deemed as concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective D/S/U and C/RCFs through the official email address for further compliance.</p> <p>If the responses are deemed concrete and specific², and accompanied by complete attachments, proceed to the next step.</p>			
	3.2 The Technical Staff shall recommend the closure of the ticket in the 8888 Citizens' Complaint Hotline Portal.	None	2 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center
	3.3 Once closed, the Technical Staff shall notify the concerned OBUS/FO/AA that the ticket has been closed in	None	10 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center 8888 Focal of D/S/U and C/RCFs

² It refers to actual and factual action to the complaint. It must be within the mandate of the Agency and a clear, exact, and relevant response to the complainant.

	the 8888 Citizens' Complaint Hotline Portal.			
	3.1 The Technical Staff shall acknowledge the provided update.			
	3.2 The Technical Staff shall update the 8888 unified monitoring matrix and mark the ticket as closed.			
	TOTAL	NONE	3 days (calendar)	

11. Handling of Inquiries, Request for Assistance, and Complaints/ Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

To address and provide an immediate effective response to all incoming and referral letters, Public Assistance and Complaints Desk/Walk-In, DSWD Inquiry Email, and DSWD Hotline requesting assistance, inquiries, feedback, or complaints received from the general public and other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices in compliance with Republic Act No. 11032: "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, Otherwise Known as Anti-Red Tape Act of 2007".

Office or Division:	Regional Operation Center – Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Person who has inquiries, requests for assistance, and complaints/ grievances to the Department of Social Welfare and Development (DSWD) received thru the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, and DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required documents for processing of inquiries, requests for assistance, and complaints, or grievances;				
1. Client’s Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or		Client		
2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices		National Government Agencies / Local Government Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall submit or send communication of their inquiry, request, complaints/ grievances.	1.1 The Regional 8888 Focal shall receive, review, and assess the inquiry, request for assistance, and	None	2 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center

	complaint/grievance of the client			
	1.1.1 The Regional 8888 Focal shall receive inquiries, requests, complaints/grievances, or endorsement letters from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referrals, and Presidential Action Center (PACe).			
	<p>1.2 The Regional 8888 Focal shall review and assess the received inquiries, requests, and complaints/grievances of the client/s.</p> <p>For inquiries received through PACD/Walk-In clients, the PACD officer shall respond through the PACD.</p> <p>For inquiries received through</p>	None	3 minutes	

	<p>the DSWD Inquiry Email, the Regional 8888 Focal shall respond through the DSWD email;</p> <p>For inquiries received through the DSWD Hotline, the Regional 8888 Focal shall respond through phone call/hotline;</p> <p>For inquiries received through referral letters from the NGAs, LGUs and concerned office, the Regional 8888 Focal shall draft an official memorandum and respond through an official letter.</p>			
	<p>1.3 The Regional 8888 Focal shall review and assess the received inquiries, requests, and complaints/grievances of the client/s and determine whether the received inquiry, requests,</p>	None	2 minutes	

	complaint /grievance is within the mandate of the DSWD.			
2. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.	<p>2.1 For DSWD concerns with complete contact information, proceed to the next step.</p> <p>For DSWD concerns with no contact information of the client or non-DSWD concern, request for reversion.</p> <p>For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p> <p>For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>For non-DSWD concerns received through the DSWD</p>	None	3 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center

	<p>hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.</p>			
	<p>2.1.2 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15: <i>"No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by documentary or direct evidence"</i></p>	None		

<p>3. The client's submitted inquiry, request, and complaints/grievances will be reviewed, assessed, and categorized.</p>	<p>3.1 The Regional 8888 Focal shall categorize the concern whether Simple, Complex, or Highly Technical, and encode the client's details in the AOS Monitoring Matrix/Tool.</p> <p>For simple queries: The AOS Technical / Grievance Officer shall respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number).</p> <p>For PACD clients, the assigned PACD Officer shall respond to the client's concern accordingly.</p> <p>For requests for assistance and non-contentious</p>	<p>None</p>	<p>10 minutes (For simple queries and complex concerns}</p>	<p><i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center</p>
			<p>25 Minutes (For PACD clients)</p>	

	<p>grievances that require validation and are classified as “Complex”, the AOS Technical / Grievance Officer shall endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/ services/Units (FOs/OBSU) for reference and appropriate action.</p> <p>For grievances and confidential complaints that are classified as “Highly Technical”, AOS Technical / Grievance Officer shall draft a memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action</p>			
			60 Minutes - 24 hours (For the referral of highly technical concerns)	
4. The client's submitted inquiry, request, complaints/	4.1 OBSU/FO Technical Grievance officer	None	10 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center

grievances are referred to the concerned OBSU/FO	shall receive the referral email/memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy.			<i>Non- 8888 and Non-CSC CCB Focal Person per D/S/U and C/RCFs</i>
	4.1.1 OBSU/FO Technical /Grievance Officer shall review and determine to which Division/Unit/Services the concern will be forwarded.			
	4.1.2. OBSU/FO Technical /Grievance Officer shall endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action.			
	4.1.3 OBSU/FO Technical/ Grievance Officer shall encode the client's details in the Monitoring Matrix/Tool.			

5. The client to receive a response/action on the concern.	5.1 The concerned Division/Unit shall provide appropriate action/update the client on the status of his/her concern.	None	a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days) c. Highly Technical Transaction (twenty (20) working days)	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>Non- 8888 and Non-CSC CCB Focal Person per D/S/U and C/RCFs</i>
	5.1.2 The concerned Division/Unit shall conduct a Client Satisfaction Measurement Survey (CSMS) on the client.			
	5.1.3 The concerned Division/Unit shall provide and submit a feedback report.			
6. The Regional 8888 Focal is to receive a response/resolution to the client's inquiry, request for assistance, complaints/grievance.	6.1 The Regional 8888 Focal shall submit to DSWD CO-AOS the copy of the signed document/feedback report/memorandum with supporting documents including the accomplished CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to	None	5 minutes	<i>Ms. Maridol R. Licerio</i> SWO V – Regional Operation Center <i>Non- 8888 and Non-CSC CCB Focal Person per D/S/U and C/RCFs</i>

	respond/resolve the complaint/grievance of the client and update the Monitoring Matrix/Tool.			
7. The Regional Operations Center to receive a response/ resolution to the client's inquiry, request for assistance, complaints/grievance.	7.1 The Regional 8888 Focal shall review the submitted signed official document/ memorandum/ feedback report.	None	5 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center
	7.2 The Regional 8888 Focal shall review the action undertaken by the concerned office.	None	10 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center
	7.2.1 For PACe referral, the Regional 8888 Focal shall recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered concrete and specific			
	7.2.2 For actions/feedback reports not considered concrete and specific, return			

	the submitted report for compliance.			
	7.3 The Regional 8888 Focal shall acknowledge the receipt of the official document/ memorandum/ feedback report.	None	5 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center
	7.4 Update the ROC monitoring matrix and mark the inquiry, request for assistance, and complaints/ grievances as responded/ closed.		5 minutes	Ms. Maridol R. Licerio SWO V – Regional Operation Center
	TOTAL	NONE	1 hour, 15 minutes	

12. Implementation of Government Internship Program (GIP)

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing an opportunity for both out-of-school and in-school youths to a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

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		
<i>A. Application as participants of the program</i>				
1. Duly accomplished Application Form		DSWD Central Office and Field Offices		
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		
Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pre-Implementation Phase				
Prior to the submission of the application, a notice of acceptance of the applicant shall be cascaded with the deadline of the submission of the application form and other needed documents. A letter/ notice of Acceptance of Applications will be sent to the identified LGU recipient.				

1. Application or Registration	1.1 Issuance of Applications forms	None	10 minutes	<i>Mr. Jeremiah Joe F. Farol</i> SWO IV – Social Welfare Specialist for Youth
	1.1.1 Issuance service sequence number			
	1.1.2 Encoding of the client's information in Spreadsheet)			
2. Submit the required documents to the Field Office	2.1 Screen the required documents its authenticity	None	1 day	<i>Mr. Jeremiah Joe F. Farol</i> SWO IV – SWS for Youth
3. Wait for the result of the Assessment of applications	3.1 Conduct table Assessment of the applications based on the qualifications.	None	2 days	<i>Mr. Jeremiah Joe F. Farol</i> SWO IV – SWS for Youth
4. Received the notification of qualified applicants for interview	4.1 Notify the qualified applicants for the Interview	None	1 day	<i>Mr. Jeremiah Joe F. Farol</i> SWO IV – SWS for Youth
5. Attend the interview at Field Office	5.1 Conduct actual interviews with the applicants.	None	2 days	<i>Mr. Jeremiah Joe F. Farol</i> SWO IV – SWS for Youth
6. Wait for the notification on the status of your application	6.1 Final screen the applicants (All qualified applicants shall be notified of the next steps to take while the applicants who did not qualify shall still be notified about the status of their application)	None	1 days	<i>Mr. Jeremiah Joe F. Farol</i> SWO IV – SWS for Youth
II. Implementation Phase				

7. Attend Orientation	7.1 Conduct orientation with the selected participants about the GIP program)	None	1 day	Mr. Jeremiah Joe F. Farol SWO IV – SWS for Youth
8. Render service in the area of assignment	8.1 Assist and monitor the youth in their area of assignment	None	30 working days	Mr. Jeremiah Joe F. Farol SWO IV – SWS for Youth
9. Attend Capacity Building Activities	9.1 Conduct capacity building activities	None	1 day	Mr. Jeremiah Joe F. Farol SWO IV – SWS for Youth
10. Receive stipend	10.1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate)	None	1 day	Mr. Jeremiah Joe F. Farol SWO IV – SWS for Youth
III. Post-Implementation Phase				
11. Attend Program Evaluation Activity	11.1 Conduct program evaluation activity	None	1 day	Mr. Jeremiah Joe F. Farol SWO IV – SWS for Youth
	TOTAL	NONE	41 days	

13. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external 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.

Office or Division:	Office of the Regional Director – Knowledge Management Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 scanned or printed copy)		Requesting party		
2. Request Form (if applicable: 1 scanned copy)		Knowledge Management Section		
3. Client Satisfaction Measurement Survey				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the KMS <i>Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information</i>	None	4 hours	<i>Mr. Ryan V. Magante TS III – Knowledge Management Section</i> <i>Ms. Agnes A. Mateo AO V – Records and Archives Management Section</i>
	1.2 Receive and record the		2 hours	<i>Mr. Ryan V. Magante TS III – Knowledge Management Section</i>

	request letter and forward it to the Section Head/OIC/ for review of the request.			
	1.3 Receive and review the request letter, and forward it to the assigned staff for processing.		4 hours	Mr. Ryan V. Magante TS III – Knowledge Management Section
	1.4 Review the completeness of the request.		4 hours	Mr. Ryan V. Magante TS III – Knowledge Management Section
	1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists			
	1.4.2 If not complete, coordinate with the requestor to complete the details. <i>Note:</i> <i>a. If the request indicates preference in RP for the activity, the assigned KMS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i> <i>b. If the request letter provides</i>			

	<i>unclear information, send the Request Form to the requester</i>			
	1.5 Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.		18 hours	Mr. Ryan V. Magante TS III – Knowledge Management Section
	<i>Note: If the supervisor of the CGS member will not be able to respond within an hour, assigned KMS staff shall e-mail the CGS member with the details of the request.</i>			
	1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order: 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member 4. Other DSWD Experts			
	1.5.2. If no RP is available, coordinate with the requestor and negotiate the			

	date of the activity to suit the availability of the prospective RP and the requester.			
	1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done. <i>Note: If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</i>			
	1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the KMS Section Head for review and initials.			
	1.6 Review and assess the request			
	1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.		8 hours	Mr. Ryan V. Magante TS III – Knowledge Management Section
	1.7. Review and forward the confirmation		4 hours	Mr. Ryan V. Magante TS III – Knowledge Management Section

	Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.			
	<i>1.7.1. with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned KMS staff.			
	<i>1.7.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director. Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD			
	1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.		8 hours	Atty. Michael Joseph J. Lorico Regional Director Field Office NCR
	<i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/			

	Referral Letter to KMS Head.			
	1.8.2. <i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to KMS Administrative Staff.			
	1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member. Encode the rest of the details of the request to the Database.			
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS Form (google form), convert it to PDF then forward to the Document Custodian via E-mail.	None	10 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
TOTAL		NONE	5 days	

14. Request for Borrowing Regional Learning Resource Center (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 create knowledge products so they can respond to the ever-changing needs of partners and constituents.

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

Office or Division:	Office of the Regional Director – Knowledge Management Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All personnel of DSWD, Faculty and Students of different Schools, NGOs, LGUs, CSOs, partners from private agencies, volunteers and general public who may want to access materials and facilities of the DSWD-NCR LRC.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Borrowing for Internal Clients		
1. Employee ID (1 original)		Requesting Party
2. Registration Form (1 online form)/ Logbook		Regional Learning Resource Center
3. Book Card (1 per book)		

Borrowing for External Clients				
1. Valid ID (1 original)		Requesting Party		
2. Registration Form (1 online form)/ Logbook		Regional Learning Resource Center		
3. Book Card (1 per book)				
Renewal (for Internal Clients Only)				
1. Book Card (1 per book)		Regional Learning Resource Center		
2. Registration Form/ Logbook (For walk-in); (1 online form)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing for Internal Clients				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client’s inquiry and request the client to present the employee ID and register or log.	None	10 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	2.2 If available, check if it is a circulating or non-circulating book/material.		5 minutes	
	2.2.1 If not available, inform its non-availability and/or refer to other RLRCs/libraries. END HERE.			
	2.3 If circulating material, inform the client it may be borrowed for “Room Use” or home reading. If not circulating material, inform			

	for "Room Use" only and photocopy part of the material needed as a reference.			
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).		5 minutes	
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and write the date the materials are due on the Date Due Slip and on the Book Card based on: <ul style="list-style-type: none"> The prescribed borrowing period of seven (7) work days (for home reading) 	None	10 minutes	<i>Mr. Ryan V. Magante TS III – Knowledge Management Section</i>
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.		2 minutes	
	3.3 If borrowed for home reading , compose a scheduled email of the book due reminder to be sent to the client at least 2 days		2 minutes	

	before the exact date the material is due.			
Returning for Internal Clients				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned RLRC material	None	3 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	4.2 Evaluate the book/ material to be returned. If not overdue, request the client to fill out the Book Card and return it to its pocket. Update <i>Borrowers' Matrix</i> and <i>Date Due Slip</i> . If overdue, enforce the following penalty: <i>1st Offense:</i> <i>Verbal warning</i> <i>2nd Offense:</i> <i>Written warning</i> <i>3rd Offense:</i> <i>Memo informing suspension of borrowing privileges for three (3) months.</i> Send CSMS to the client.			
5. Accomplish the Book Card and CSMS Survey	5.1 Accomplished CSMS shall be collected and	None	2 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section

	included in the CSM Report (CSMR). Return the book/ material to its shelf			
TOTAL		None	1 hour, 17 minutes	
Borrowing for External Clients				
1. Inquire about the availability of book/ material and present ID	1.1 Receive the client's inquiry and request the client to present the Visitor's ID and register or log.	None	10 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
2. Log in to the Registration Desktop	2.1 Check the availability of the book/material.	None	20 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	2.2 If available, inform for "Room Use" only and/or may photocopy part of the material needed as a reference.		10 minutes	
	2.3 If not available, inform its non-availability and/or refer to other RLRCs/libraries. END HERE.			
	2.4 Request the client to fill out the Book Card (Date Borrowed/ Name and OBS).		3 minutes	
	2.5 Release the book/material to the client and remind proper handling and to		5 minutes	

	always cite references used.			
3. Fill out the Book Card	3.1 Update Borrower's Matrix by entering the borrowing transaction details and date borrowed on the Book Card and Date Due Slip.	None	10 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	3.2 Release the book/material to the client and remind proper handling and to always cite references used.		2 minutes	
Returning for External Clients				
4. Log in to the Registration Desktop	4.1 Receive the client and the returned RLRC material	None	17 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	4.2 Evaluate the book/ material to be returned			
	4.3 Send CSMS to the client.			
5. Accomplish the Book Card and CSMS Survey	4.1 Return the book/ material to its shelf	None	17 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	4.2 Accomplished CSMS shall be collected and included in the CSM Report (CSMR).			
TOTAL		NONE	1 hour, 15 minutes	

15. Technical Assistance on Program/ Project Development or Enhancement

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

Office or Division:	Social Technology Unit (STU)			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the requesting LGU, NGO, or NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for technical assistance along program/project development or enhancement to DSWD Field Office Social Technology Unit (STU): a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail	1.1 Receive and record the request.	None	2 hours	Ms. Marlene C. Guszman SWO IV – Social Technology Unit
	1.2 Prepare, review, and send response to the requesting party.		7 days	
	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-		5 days	

	face or online means as agreed with the requesting party and prepare the following: a. Activity Flow b. Powerpoint Presentation c. Attendance Sheet d. Other logistical requirements			
2. Answer the Client Satisfaction Survey (CSS)	2.1 Administer/ Follow-up the completion of Client Satisfaction Survey immediately after the completion of provision of technical assistance	None		<i>Ms. Marlene C. Guszman SWO IV – Social Technology Unit</i>
TOTAL	If the Technical Assistance requested may be provided via official communications	NONE	7 days, 2 hours,	
	If without physical/online Technical Assistance Session		12 days, 2 hours	

16. 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.

Office or Division:	Social Technology Unit (STU)			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written and signed request letter with complete contact details (name and contact information) of the requesting party. 2. Details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for Technical Assistance to the DSWD Field Office Social Technology Unit (STU): a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form; c. E-mail	1.1 Receive and record the request	None	2 hours	Ms. Marlene C. Guszman SWO IV – Social Technology Unit
	1.2 Prepare, check, and send response to the request, and conduct the Technical Assistance. 1.2.1 If the request is for		7 days	Ms. Marlene C. Guszman SWO IV – Social Technology Unit

	<p>sharing data, information and knowledge product:</p> <p>a. If available in the website, include the link from the STB website or FO website.</p> <p>b. If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data.</p> <p>c. If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Field Office Policy and Plans Division (PPD) for appropriate action.</p>			
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	1.2.2 If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: a. Coordinate with the requesting party. b. Confirm the provision of technical assistance. c. Prepare necessary logistical needs (plane ticket if face to face). d. Prepare technical documents. e. Conduct the technical assistance.		8 days (Turnaround time does not include days between sending a response and actual conduct of activity)	
2. Accomplish the Client Satisfaction Survey	2.1 Administer/ Monitor/Follow-up Client Satisfaction Survey (CSS).	None		Ms. Marlene C. Guszman SWO IV – Social Technology Unit
TOTAL	If the Technical Assistance is sharing data, information and knowledge product	NONE	7 days, 2 hours	
	If the request involves conduct of actual technical assistance activity		15 days, 2 hours	

OFFICE OF THE ASSISTANT REGIONAL DIRECTOR FOR OPERATIONS

FRONTLINE SERVICES

17. Grievance Intake and Response, 4Ps (Walk-in)

The Grievance Intake and response is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This service only covers walk-in transactions.

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

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) – National Capital Region – Grievance Redress System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. Intake: 4Ps ID or 1 valid ID (Original Copy), any proof of grievance if available If non-4Ps beneficiary, any valid ID		4Ps Assistance Desk, Grievance Redress System (GRS) Issued by the assigned City Link, Grievance Coordinators and Officer-of-the-day		
II. Response: Client Satisfaction Form (CSF) – 1 form per client		4Ps Assistance Desk, GRS - NCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1.1 Ensure that the client fills out the logbook and directs him/her to the 4Ps Assistance/ Grievance Desk.	None	1 minute	<i>Ms. Leah N. Bautista</i> <i>PDO V – Pantawid</i> <i>RPMO</i>
2. Proceed to the 4Ps Assistance/	2.1. Verify the identity of the	None	7 minutes	<i>Ms. Leah N. Bautista</i>

Grievance Desk for verification of identity.	client if 4Ps beneficiary or non-beneficiary			<i>PDO V – Pantawid RPMO</i>
	2.2. Receive the client, inquire what the grievance is all about <i>Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.</i>			
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	<i>Ms. Leah N. Bautista PDO V – Pantawid RPMO</i>
	3.2. Encode the transaction correctly and completely in the GRS Information System/ Tracker. <i>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance</i>		5 minutes	<i>Ms. Leah N. Bautista PDO V – Pantawid RPMO</i>
	3.3. Check the supporting documents		2 minutes	<i>Ms. Leah N. Bautista PDO V – Pantawid RPMO</i>

	provided, if available			
	<p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client and proceed to step 6</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately</p> <p>3.4.2.1. Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.4.2.2. Provide grievance transaction number to the client.</p>		15 minutes	<p><i>Ms. Leah N. Bautista</i> <i>PDO V – Pantawid</i> <i>RPMO</i></p>

	<i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgement receipt found at the bottom of the Client Assistance Form</i>			
4. Wait for the updates on the status of grievance within three (3) days	4.1. Endorse the transaction to the concerned office (DSWD Field Office, Operations Office and/ or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days	None	7 hours	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	4.2. Send an email notification to the Regional Grievance Officer to inform him/her		6 minutes	
	4.3. Monitor the status of transaction and check for updated from the concerned office in the GRS Information System		2 days	
5. Received update/ feedback on the	5.1 Provide the client update/ feedback about	None	5 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO

status of the grievance	the status of his/her concern either through text messaging or phone call <i>*For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/ Municipal Link</i>			
	5.2 Update the status of the transaction in the GRS Information System		5 minutes	
6. Accomplish the client satisfaction measurement survey	6.1. Administer the Client Satisfaction Measurement Survey	None	5 minutes	Ms. Leah N. Bautista PDO V – Pantawid RPMO
	6.2. Analyze the data and include it in Client Satisfaction Measurement Report		5 minutes	
7. Proceed to the office lobby and logout from the client's logbook	7.1. Dismiss the client gracefully	None	1 minutes	
TOTAL	If grievance is resolved outright	NONE	46 minutes	
	If grievance if referred to FO for resolution & feedback is provided to the client		3 days	

POLICY AND PLANS DIVISION

FRONTLINE SERVICES

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

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

Office or Division:	DSWD Field Office NCR - Standards Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C) Government to Government (G2G)		
Who may avail:	All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished and duly sworn BeneficiaryCSO Accreditation Application Form		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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / file application documents	1.1 Logs receipt into the document tracking system (DTS) / logbook. Refer to the concerned unit	None	2 hours	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
Note; Application documents received after 3:00PM shall be considered as a next working day transaction				
2. Wait for the result of the assessment	If complete and compliant;	None	18 days and 6 hours	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
	2.1 Receive and review the documentary requirements			
	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 to FO-assigned bulletin board			
	If found incomplete or non-compliant (in any part of the process)			
	2.10 prepare acknowledgment 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: 3.1 Befitting ceremony (e.g., during the flag-raising ceremony) 3.2 Pick-up by the CSO applicant 3.3 Courier, and 3.4 Hand-carrying of the Certificate/s of Accreditation whichever is practicable	None	1 day	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
TOTAL	For complete and compliant For incomplete submission	NONE	20 Days, 6 Hours, 30 minutes	

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

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

Office or Division:	DSWD Field Office NCR Standards Section			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C) Government to Government (G2G)			
Who may avail:	All eligible beneficiary CSOs organized by the Department through SLP.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>		DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO) NCR		
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project)		DSWD Sustainable Livelihood Program- Regional Program Management Office (DSWD SLP-RPMO) NCR		
<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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / file application documents	1.1 Logs receipt into the document tracking system (DTS) / logbook Refer to the concerned unit	None	1 day	Ms. Chourie Lou-An F. Digneneng – PDO III, 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	2.1 If Complete and Compliant, receive the documentary requirements	None	4 days	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
	2.2 If found incomplete or non-compliant, prepare memo to the SLP-RPMO returning the application documents for compliance			
3. Issuance of Permit	3.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy	None	2 days	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
	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			
TOTAL	For complete and compliant	NONE	7 Days	
	For incomplete submission		30 minutes	

20. Accreditation of Pre-Marriage Counselors

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

Office or Division:	Standards Section
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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>	
2. 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
3. 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
4. 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	Training Provider

original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted;	
5. 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: Certification from immediate Supervisor; or An approved resolution.	Local Government Office
6. 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>	
7. 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 (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couples for the past year; and	https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form			
c. A summary/record on the number of Certificate of Marriage Counseling issued				
<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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
1. Secures application form thru the DSWD Website/Field Office	1.1 Provides client application form, and checklist of requirements	None	5 minutes	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
2. Submit / file application and supporting documents at Field Office – Standards Section	2.1 Records receipt of application and forward the same to assigned staff.		15 minutes	
<i>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</i>				
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	Ms. Chourie Lou-An F. Digneneng – PDO III, 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			<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
	3.5 Review and approval of the Regional Director.			<i>Atty. Michael Joseph J. Lorico Regional Director DSWD – NCR</i>
4. Accomplish and drop the Customer's Feedback Form on the drobox	4.4 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
5. Actual Accreditation Assessment	5.1 Conducts validation assessment with the applicable mode: * Under Normal circumstances actual accreditation visit;	None	1 working day	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>

	<p>* During the state of calamity/ emergency virtual assessment.</p> <p>Activities to take place: 1. Brief overview on the assessment process; 2. Observation on the counselling session; and 3. Exit Conference</p>			
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	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
	6.2 Prepares the confirmation report, with the following possible content: 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.			<i>Atty. Michael Joseph J. Lorico Regional Director DSWD – NCR</i>

	6.4 Approval and signature of the documents			
7. Awaits for the approval and issuance of certificate, if favorable.	7.1 Prepares certificate for issuance, if favorable. Approval and signature of the Certificate	None	5 working days	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i> <i>Atty. Michael Joseph J. Lorico Regional Director DSWD NCR</i>
8. Receives the Accreditation Certificate	8.1 Release the Certificate	None	1 working day	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
TOTAL	For complete and compliant	NONE	18 working days 2 hours 25 minutes	
	For complete requirements w/ areas for compliance		25 minutes	

21. 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			
<i>For Social Workers</i>			
1. 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. 2 copies and original Valid Professional Regulations Commission Registration ID Card		Professional Regulations Commission	
3. 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	
4. Summary documentation of four (4) cases managed (Annex B)		Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template	

5. 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)
6. 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 Supervisors	
1. First three (3) requirements stated under new applicants for social worker	(As stated above)
2. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client
3. 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	
For Social Workers	
1. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours	DSWD or recognized training institutions
2. 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
3. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases	Applicant/Client
4. 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

<i>For Supervisor</i>				
1. First three (3) requirements stated under renewal for social worker	(As stated above)			
2. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance	Applicant/Client			
3. 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) –Standards Section together will the requirements stated above.	<p>1.1 The Officer of the Day- Standards Section shall review the submitted documents as to completeness and accuracy with the original copies of the documents.</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</p>	None	20 minutes	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section

	checklist of requirements			
	1.2 The Focal Person shall conduct pre-assessment by verifying the documents submitted by the Applicant with the original copies of the documents.		2 days	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
	1.3 If requirements are complete, the Focal Person shall endorse one copy of the application requirements to DSWD-Standards Bureau, and file the other copy in the Field Office.		2 days	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
	1.4 The Standards Bureau-Receiving Officer shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division.		10 minutes	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
	1.5 The Standards Compliance Monitoring Division shall review the application and		2 days	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>

	documents submitted by the Applicant through Field Office.			
	1.6 If the submitted documents found to be complete, the technical staff shall coordinate with the Applicant through the Field Office on the schedule of the on-site assessment		1 day	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
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)	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section
	2.2 Technical Staff shall send Confirmation Report approved by the Standards Bureau Director to the concerned Field Office after on-site assessment. <i>*If the applicant/s falls below the set standards, the said applicant/s shall</i>		3 days after conduct of onsite assessment	Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section / Bureau Director DSWD Standards Bureau

	<p><i>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	<i>Undersecretary Cluster Head DSWD – Standards and Capacity Building Group</i>
	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 the		3 days	<i>Sec. Rex Gatchalian DSWD Secretary</i>

	qualified Social Worker.			
	2.6 Standards Bureau to endorse the approved Accreditation Certificate to the qualified Social Worker through the Field Office.		2 days	<i>Bureau Director DSWD – Standards Bureau</i>
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	None	10 minutes	<i>Ms. Chourie Lou-An F. Digneneng – PDO III, Standards Section</i>
	3.2 Issues the Certificate of Accreditation			
	TOTAL	NONE	20 working days	
<i>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.</i>				

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

Approval is issued to external requesting parties 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 requesting parties 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 requesting party 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 requesting parties.
- 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/requesting parties under the Technical Assistance Facility (TAF) grant portfolio. The requesting party, 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.

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 requesting parties (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent requesting parties, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol: 1. Request letter (1 original copy)		Provided by the requesting party		
If the request shall undergo Research Protocol: 1. Request letter (1 original copy) 2. Research Request Form (1 copy) 3. Research Brief (1 copy) 4. Research Instruments (1 copy)		Provided by the requesting party Policy and Plans Division – Policy Development and Planning Section (PPD-PDPS) Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or the research request documents	1.1 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 <i>Note: The received documents are stamped with an</i>	None	4 hours	<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>

	<i>official receiving stamped, which contains important information such as the date and time of receipt and the name of the receiving office. For requests received through email, a copy of the email along with the attachments will be printed and recorded</i>			
	1.1.1 Furnish the requesting party 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			
	1.1.2 Endorse to the Division Chief (PPD) or Section Head of PDPS			

	assignment and further instructions (if any) to the concerned technical staff			
	1.2 Review the request and assign to available technical staff	None	2 hours	<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>
	1.3 Review the requests as to the following:			
	1.3.1 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.			
	1.3.2 Completeness of submitted requirements. If incomplete, assist the requesting party in the completion of documentary requirements and provide orientation on the research protocol. Then go back to Step 1.1 and restart count	None	2 hours	<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>

	of working hours/days			
	1.4 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 Development (SWD) Data Requests</i>	None	4 days	<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>
	1.4.1 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 DSWD Divisions/ Units/ Section/ Centers/ Residential Care Facilities (D/U/S/C/RCFs)	None	7 days	<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>
	1.5 Receive the comments/inputs and recommendations from other offices. These	None	1 day	<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>

	shall be the basis for the decision to approve/disapprove the request			
	1.6 To recommend Approval?			
	1.6.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initials of the Division Chief/Section Head. This shall include the consolidated recommendations from the concerned (D/U/S/C/RCFs)	None	1 day	Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section
	1.6.2. 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 the requesting party to officially respond, through a letter, if they will continue or terminate their			

	request. If pursuing request, ask the requesting party to re-submit the revised request based on DSWD's comments, then go back to step 1.4.1 and restart count of working hours/days. Otherwise, request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			
	1.7. Regional Director approve/disapprove request based on recommendations To approve?	None	2 days	<i>Atty. Michael Joseph J. Lorico Regional Director DSWD – NCR</i>
	1.7.1 Yes - Inform requesting party and endorse to the concerned (D/U/S/C/RCFs) Coordinate with the concerned office where the research request was endorsed			<i>Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section</i>

	and assist the requesting party in matters related to conduct of data-gathering activities, then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.			
2. Accomplish the <i>Client Satisfaction Measurement Survey</i>	2.1 Administer Client Satisfaction Measurement Survey (either online or paper-based)	None		Ms. Lily C. Demabildo Planning Officer III – Policy Development and Planning Section
	TOTAL	NONE	5 working days (non-protocol) 12 working days (protocol)	

23. Data-Sharing: List of Data Subjects

Description of Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

Office or Division:	National Household Targeting System		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C),		
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database)		Provided by the Requesting Party	
One (1) original copy of accomplished Data Sharing Agreement (DSA)			
One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer (DPO)			
One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and processes of the office/agency in addressing breaches			
One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed			
Hardware and Security Component with supporting images and specifications			
One (1) original/copy of Documentation of physical security measures in place			

One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations)				
One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations)				
One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations)				
For Local Government Unit (LGU):				
The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached electronic copy of the data requirements (if available) to NHTS.	1.1 Receive and record the request in the document transaction/tracking system.	None	15 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.			

	1.1.2 Forward the request to the Director for approval.			
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTS Policy and Plans Division (PPD) Chief.	None	6 hours	<i>Atty, Michael Joseph J. Lorico Regional Director – FO NCR</i>
	1.3 Input recommendation s and endorse it to the assigned Project Development Officer (PDO).	None	30 minutes	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>
	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request.	None	2 hours	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>

	If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. (<i>End of process</i>)			
2. Attend the scheduled orientation with the NHTS designated personnel & Inspection Team.	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements.	None	2 hours	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012.			
	2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgeme nt Receipt of the said law/policies.			
3. Submit the signed Data Sharing Agreement (DSA) and other documentary	3.1 Review all documentary requirements including DSA	None	2 hours	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS

requirements not included in the submission of letter request.	submitted by the requesting party.			
	3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting			
4. Present the IT facilities to the NHTS Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.	None	1 hour	<i>Information Technology Officer - NHTS</i>
	4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up)			
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS Data Protection Officer – NHTS</i>
	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the Department Secretary's	None	1 day	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS Data Protection Officer – NHTS</i>

	signature/Regional Director.			
	4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTS for data processing.	None	3 days	<i>Atty. Michael Joseph J. Lorico Regional Director – FO NCR</i>
	4.5 Generate the requested data.	None	1 day	<i>Data Protection Officer – NHTS</i>
	4.6 Review result of the data generation	None	1 day	<i>Data Protection Officer – NHTS</i>
	4.7 Secure the data by adding password protection to the file			
	4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. Other electro-mechanical storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.	None	1 day	<i>Data Protection Officer – NHTS</i>

	Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party.			
	4.7.2 Counter sign in the DRF			
	4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the administrative unit.			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
5. Call NHTO/NHTS for retrieval of password upon receipt of the result.	5.1 Provide the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	10 minutes	Information Officer - NHTS
*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.				
TOTAL		NONE	10 days, 1 hour, 35 minutes	

24. Data-Sharing Name Matching

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

Office or Division:	Household Targeting System
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
1. One (1) original or copy of letter of request (Indicate reason for name matching)	Provided by the Requesting Party
2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> • Complete name (Last name, First Name, Middle Name, Extension Name) • Birth Date (YYYY-MM-DD format) • Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay 	
3. One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP)	
4. One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP	
5. One (1) original/photocopy of List of Personnel who will access, process, and	

safeguard the Listahanan data, including the employed data processing				
One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations)				
*For Local Government Unit (LGU):				
The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD		Provided by the Requesting Party		
The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request	None	15 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.1.1 Endorse request to the Regional Director			
	1.2 Provide instruction to facilitate/review the request.	None	2 hours	Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR
	1.2.1 Endorse to the Policy and Plans Division (PPD) Chief			
	1.3 Provide recommendations on the request	None	1 hour	Ms. Roselle M. Rentoza Planning Officer IV – Policy and Plans Division
	1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client on the status of their request			

	<p>1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021.</p> <p>If disapproved - Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i></p> <p>If approved – Notify and provide the DSA and documentary requirements to the client</p>	None	1 hour	<p><i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i></p>
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	<p>2.1 Review all documentary requirements including the DSA submitted by the client.</p> <p>Non-Compliant – Inform the client regarding the incomplete requirements via email.</p>	None	2 hours	<p><i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i></p>

	<p>Compliant – Facilitate the DSA and endorse to the DPO and the Office of the Secretary/ Regional Director for signature Endorse the signed DSA to Information Technology Officer for processing</p>			
	<p>2.2 Review the compliance of the electronic copy of names with the required template/ format:</p> <p>Non-Compliant – Inform the client about the findings via email.</p> <p>Compliant – Process the request within the set deadline depending on the volume or number of names to be matched</p>		<p>1 day (5,000 and below)</p> <p>3 days (5,001 – 50,000)</p> <p>7 days (50,001 – 400,000)</p> <p>18 days (400,001 – 1,000,000)</p>	<p><i>Information Technology Officer – National Household Targeting Section</i></p>
3. Provide a storage device that is approved by the IT	3.1 Secure the data by adding a password to the file.	None	3 hours	<p><i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i></p>

Chief or request for a Google Drive link	3.1.1 Prepare the Data Release Form (DRF).			<i>Information Technology Officer – National Household Targeting Section</i>
	3.1.2 Draft the response memorandum.			
	3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive.			
	3.1.4 Sign the DRF.			
	3.1.5 Endorse the finalized documents to PPD Chief.			
4. Receive the documents	4.1 Track and scan the documents for record keeping.	None	10 minutes	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>
	4.1.1 Release the document to the client			
5. Fill out the Client Satisfactory Measurement Survey (CSMS)	5.1 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	10 minutes	<i>Information Technology Officer – National Household Targeting Section</i>

* With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032. Rule 7. Section 3. c.

TOTAL	For 5000 names and below	NONE	2 days, 3 hours and 45 minutes
	For 5,001 -50,000 names		4 days, 3 hours and 45 minutes
	For 50-000 – 400,000 names		8 days, 3 hours and 45 minutes
	For 400,001-1,000,000 names		21 days, 3 hours and 45 minutes

25. Data-Sharing: Statistics/ Raw Data Request

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

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
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. One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the Regional Director.	1.1 Receive and record the request.	None	30 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.1.1 Forward request to NHTO Operations Division/ National Household Targeting Section (NHTS), then furnish the NHTO Director/ Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on MC 15 s.2021	None	2 hours	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.2.1 Input comment/s then endorse to the			

	NHTO Statistics Section/ NHTS Associate Statistician			
	<p>1.3 Provide instruction based on the data requested. If the request is:</p> <p>Not clear</p> <p>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</p> <p>Clear</p> <p>Forward request to the Associate</p>	None	3 hours	<p><i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i></p>

	Statistician for data generation.			
	1.4 Generate the requested data from the Listahanan database, and export into excel or any format available.	None	1 day	<i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i>
	1.4.1 Draft response letter to the requesting party.			
	1.4.2 Submit to the NHTS RFC for review.			
	1.5 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	<i>Ms. Roselle M. Rentoza</i> <i>Planning Officer IV – Policy and Plans Division</i>
	1.6 Approval of the facilitated data request for release to the requesting party. If disapproved – Provide note on the reason of disapproval; then return the facilitated request to the NHTS for revision. If Approved – Sign the response letter for data release.	None	5 hours	<i>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – Field Office NCR</i>

2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party.	None	30 minutes	<i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i>
	2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.			
TOTAL		NONE	3 days	

26. Endorsement of Duty-Exempt Importation of Donations to SWDAs

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

Office or Division:	Standards Section – DSWD Field Office		
Classification:	Highly Technical		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 (FDA), in case of medicines	Food and Drug Administration – Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The representative of the SWDA files the application form, together with the supporting documents/ requirements at the respective DSWD Field Office covering the region where the intended distribution of goods shall take place.	1.1 Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i> Logs its receipt into the	None	30 minutes	Ms. Chourie Lou-An Digneneng – PDO III, Standards Section

	document tracking system Provides the walk-in applicant with document reference number for easy tracking.			
Note: Application documents received after 3:00PM shall be considered as a next working day transaction				
2. The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section.	2.1 Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt.	Php 1,000.00	10 minutes	Ms. Kristine F. Facullo, Accountant III, Accounting Section
3. Awaits results of the assessment	2.2 Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements <i>Step 3a – If found compliant to eligibility and documentary requirements</i> Prepare for conduct of area visit <i>Step 3b – If found non-compliant to</i>	None	3 working days	Ms. Chourie Lou-An Digneneng – PDO III, Standards Section

	<p><i>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 Measurement Form</p>			
<p><i>Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished.</i></p>				
4. Validation Visit	4.1 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)	Ms. Chourie Lou-An Digneneng – PDO III, Standards Section
5. Endorsement to the DSWD Central Office.	5.1 Endorse the draft acknowledgment letter	None	1 working	Ms. Chourie Lou-An Digneneng – PDO III, Standards Section

	<p>5.2 Endorse the application to the Standards Bureau at the Central Office</p> <p>If deficient return the application to the applicant and provide the necessary technical assistance to comply with the requirements</p>			
	<p>5.3 Checks the completeness of the submitted application documents.</p> <p>Logs its receipt into the into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the</p>		3 working days	<p><i>Ms. Roselle M. Rentoza</i> <i>Planning Officer IV – Policy and Plans Division</i></p> <p><i>Standards Bureau Director – Central Office</i></p>

	<p>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		1 working day	<i>Sec. Rex Gatchalian</i> DSWD Secretary

	the endorsement letter to DOF			
	5.5 Sign the Endorsement letter to DOF			
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	<i>Standards Bureau – Central Office</i>
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.				
TOTAL	Complete and Compliant	P1,000	14 days	
	Complete but non-compliant submission	P1,000	Eight (8) days and 50 minutes	
	For incomplete Submission	None	30 minutes	

27. Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation and Organization: Regional Regular Permit

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

Office or Division:	Standards Section – DSWD Field Office NCR
Classification:	Complex Transaction
Type of Transaction:	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</i>	Applicant

<i>maternal/paternal relative/s may sign the document in behalf of the child.</i>	
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	
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; 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 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 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
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	https://www.dswd.gov.ph/downloads-formsdownloads-public-solicitation-forms/ or; https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment
9. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU)	Applicant

e. Bishop/Parish Priest/Minister or Head of Sect or Denomination	
f. Others	
10. 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
11. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities	Applicant

i. Rummage sale, garage sale, sale of goods and other similar forms	
12. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	Applicant
13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	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. 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)	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
<p>5. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms 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 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	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. 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
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, 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			
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office				

1. Submit Application	1.1 Standards 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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	1.1.1 If complete, forward application documents to the Standards Section Support Staff, for tracking			
	1.1.2 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			
2. Receives reference number for tracking	2.1 Receives application	None	1 hour	Ms. Chourie Lou-An Digneneng

	<p>documents and logs its receipt into the document tracking system</p> <p>2.2 Provides the applicant with document reference number for easy tracking either in person, courier or e-mail.</p> <p>2.3 Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>2.4 Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office</p> <p>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</p>			<i>PDO III – Standards Section</i>
3. Proceeds to the Cash Section or to the nearest LBP Branch or via online	3.1 Cash Section accepts payment for processing fee and issue	Php500.00	1 hour	<i>Ms. Kristine F. Facullo – Accountant III, FMD</i>

and pay the processing fee of PhP500.00	official receipt and provide instruction to return a photocopy of the receipt to the Standards Section			
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	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</i>	None	1 ½ days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section

	<i>or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i>			
	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	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
	5.6 Section Head receives and reviews the application	None	1 day	<i>Ms. Roselle M. Rentoza</i>

	<p>documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</p> <p><i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> <p><i>If found not in-order, provide comments/inputs/ corrections and return the same to the technical staff</i></p>			<p><i>Planning Officer IV – Policy and Plans Division</i></p>
	5.7 Logs its receipt to the Document Tracking System	None	30 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>
	5.8 Route application documents including prepared	None	1 ½ days	<p><i>Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR</i></p>

	<p>Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief</p> <p>Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign. If found in-order, endorsed the same to the Office of the Regional Director for approval and signature If found not in-order, return the same to the Standards Section for proper action</p> <p>5.9 Logs its receipt to the Document Tracking System</p> <p>5.10 Route application documents including prepared Solicitation</p>			<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>
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	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			
	<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>			
	<i>If found not in order, return the</i>			

	same to the Standards Section through the concerned Division Chief for appropriate action			
	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	<p><i>Ms. Roselle M. Rentoza</i> <i>Planning Officer IV – Policy and Plans Division</i></p> <p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>
	5.13 Endorse the same to the Standards Section Head, for further instructions			
	5.14 Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section		1 hour	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>

	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			
	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		4 hours	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
	5.17 Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation			

	5.18 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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	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	
<i>*The number of minutes shall be included on the total 7 working days.</i> <i>** This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.</i>				
TOTAL	Complete but non-Compliant and/or Incomplete Submission	Php500.00	Three (3) working days	
	Incomplete Submission	None	30 minutes	

28. Issuance of Certificate of Authority to Conduct Fund Raising Campaign to Individual, Corporation, Organization and Association: Regional Temporary Permit During State of Emergency/ Calamity

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

Office or Division:	Standards Section – DSWD Field Office NCR		
Classification:	Complex Transaction		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity			
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		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. Additional Requirements for Persons a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund-raising activity	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.	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. Additional Requirements for Persons representing an informal/unorganized group a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicant's 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

	<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. 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> <p>https://www.dswd.gov.ph/issuances/MCs/MC_2021005.pdf</p> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
5. Sample of additional specific requirements for each methodology to be used, such as: 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	Applicant

f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms	
6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant	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: 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 by the concerned	Applicant

DSWD CO-FO Finance Management Unit (FMU) Applicant				
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)				
1. Submission of Application	1.1 Determine whether the submitted documents are complete.	Php500.00	30 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	If complete, receive the documentary requirements and provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System.			
	1.2 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 activities, collateral interview and/or agency visit, if necessary. If found compliant to eligibility and documentary requirements	None	4 hours	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	2.1.1 Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund-Raising Campaign for endorsement to the Office of the Secretary			

	2.1.2 Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund-Raising Campaign for endorsement to the Office of the Secretary			
	2.1.3 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			
	2.2 If found noncompliant to eligibility and documentary requirements			
	2.2.1 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.			
	2.2.2 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	None		<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
	3.2 Prepared Certificate of Authority to Conduct Regional Fund-Raising Campaign			
	3.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
4. Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct	None	3 hours	<i>Ms. Roselle M. Rentoza</i> <i>Planning Officer IV – PPD</i>

	Regional Fund-Raising Campaign			
	4.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund-Raising Campaign			
5. Awaits the result of application	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund-Raising Campaign	None	5 hours	<i>Atty. Michael Joseph J. Lorico Regional Director – FO NCR</i>
6. Receive the Certificate	Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>

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			
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	1.1 Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff.	None	10 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
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;	None	4 hours	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	May conduct validation activities, collateral interview and/or agency visit, if necessary.			
	2.1.1 If found compliant to eligibility and documentary requirements			
	2.2 Prepare Solicitation			

	Permit/Certificate and confirmation letter of Authority to Conduct National Fund-Raising Campaign for endorsement to the Office of the Secretary			
	2.3 Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director			
	<p>2.3.1 If found non-compliant to eligibility and documentary requirements</p> <p>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</p>	None	2 hours	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>

	lacking requirements.			
	3.1 Review and Sign assessment report with complete application documents	None	3 hours	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
	3.2 Prepared Certificate of Authority to Conduct Regional Fund-Raising Campaign			
	3.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
4. Awaits the result of application	4.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund-Raising Campaign	None	3 hours	<i>Ms. Roselle M. Rentoza</i> <i>Planning Officer IV - PPD</i>
	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		5.1 Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund-Raising Campaign	None	5 hours	Atty. Michael Joseph J. Lorico Regional Director – FO NCR
6. Receive the Certificate		6.1 Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds	None	30 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
Total	Complete and complaint		P500	Two (2) working days	
	Complete but Non-Compliant and/or Incomplete Submission:		P500	5 hours	
	Incomplete		None	30 minutes	
Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office					
Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/ Calamities amidst State of National Emergency shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in amour of the Applicant					

29. Issuance of Certificate of Authority to Conduct National Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regular Permit (Pre-assessment)

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	Standards Section – DSWD Field Office NCR		
Classification:	Highly Technical		
Type of Transaction:	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		DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office – Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR DSWD- Field Office NCR - STANDARDS SECTION (Room 204) 389 San Rafael cor. Legarda St. Sampaloc, Manila https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf Annex 2. DSWD-SB-PSF-001: Application Form	
2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application		Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City. Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)	

*Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA	
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government agencies that has jurisdiction to regulate the applicant organization or agency. *Not applicable to Government Agencies and SWDAs and SWDAs with valid RLA	Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC, Complex, Roxas Boulevard, Pasay City. Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity details of the methodology to be used.	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'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>	<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.	From the Agency that allow applicant to undertake solicitation activities in their jurisdiction.
8.1. Director of Private Schools	

8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head of authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others	
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.

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 series of 2021.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website or from the Field Office	Client secures or provided with application form and checklist of requirements	None	5 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
2. Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	Php 1,000.00	10 minutes	Ms. Kristine F. Facullo – Accountant III, Finance Management Division
3. Submit/ file application documents	<p>If Complete and Compliant:</p> <p>3.1 Receive the documentary requirements and provide the organization an acknowledgment receipt and log the receipt of application documents into the Document Tracking System.</p> <p>If found incomplete or non-compliant,</p> <p>3.1.1 Communicate with the applicant citing reason/s for non-</p>	None	3 days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section

	processing and denial.			
	3.2Return all documents submitted accompanied by a letter providing technical assistance and 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.				
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	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		2 days, 6 hours, 30 minutes	

	Undersecretary concerned for recommending her approval			
	4.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund-Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval		1 day	<i>DSWD Central Office Assistant Secretary</i>
	4.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund-Raising Campaign to the office of the Secretary with recommendation of approval and signing of		1 day	<i>DSWD Central Office Undersecretary Secretary</i>

	Permit/Certificate of Authority to Conduct National Fund-Raising Campaign Note: If disapproved, return to the Standards Bureau and provide reason for disapproval			
	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	DSWD Secretary – Central Office
	4.5.1 If disapproved to requirements: <i>Call the attention of the concerned DSWD Field Office and communicate citing reasons for non- processing and denial.</i>		3 days	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section Focal Person – 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	None	1 hour, 30 minutes	Focal Person – Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director - Standards Bureau DSWD Central Office
		5.2 Issues the National Fundraising Campaign Authority/Permit or the Denial Letter			
		5.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			
TOTAL	Complete but non-Compliant and/or incomplete submission	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.					

30. 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. <i>DSWD-RLA-F002 Application Form for Licensing</i>
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)	 https://www.dswd.gov.ph/downloads-2/ Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i> https://www.dswd.gov.ph/downloads-2/ Annex 4. <i>DSWD-RLA-F004 Manual of Operation</i> https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i> Securities Exchange Commission (SEC) – Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Board resolution by the Organization

<p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<p>https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan</p>
3. Additional Requirements	
<p>Basic Documents</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>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>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>

4. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.	National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.			
5. For applicant with past and current partnership with the DSWD that involved transfer of funds Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	Government Agency where the Organization implemented or implements projects and programs.			
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.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Procedures for Walk-in Applicants				
1. Secure application form thru the DSWD Website/ Standards Section	1.1 Provides client application form, and checklist of requirements	None	10 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	2.2 Determine whether the submitted documents are complete.			
	2.3 If complete, provide the			

	organization an acknowledgment 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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	3.2 Process payment and issues Official Receipt.	Php 1,000.00	15 minutes	Ms. Kristine F. Facullo, Accountant III – Finance Management Division
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	Ms. Chourie Lou-An Digneneng PDO III – 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., Situational ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its	None	2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
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	<p>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>Note: Criteria iv and v are only applicable for those SWDAs</p>			
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	<i>that are already in operation prior to application for License to Operate.</i>			
	If complete and compliant			
	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	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i> <i>Ms. Roselle M. Rentoza</i> <i>Policy Officer IV – PPD</i>

				<i>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – FO NCR</i>
7. Confirm the Availability on the proposed Validation Visit	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
8. Assist the Assessor during the conduct of Validation visit.	8.1 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	10 working days	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</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		Favorable 8 working days	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>

	Report and the Draft Certificate of License to Operate.			<i>Ms. Roselle M. Rentoza Planning Officer IV – Policy and Plans Division</i>
	10.5 If unfavorable, review and approval of the Confirmation Report.		Unfavorable: 2 working days	<i>Atty. Michael Joseph J. Lorico Regional Director – FO NCR</i>
	10.6 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable 3 working days	<i>Atty. Michael Joseph J. Lorico Regional Director – FO NCR</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	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
	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)		1 working day (depending on the choice of the applicant)	
For Complete and Compliant:		1,000	20 working days	
For Incomplete Submission:		None	17 working days	

Processing Procedures of Applications submitted at Standards Section through Mail/ Courier:

1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field office. This shall be the Assigned Technical Staff.	None	15 minutes	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
2. Wait for the result of documents review	2.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a [articular sector and the absence	None	2 working day	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>

	<p>or related facility to the cater them. (e.g. Situationer)</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. The SWDA must have a financial capacity to operate for least two (2) years.</p>			
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	<p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and V are only applicable for those SWDAs that are already in operation prior to application for Licensure to Operate.</p>			
	<p>2.2 If complete and compliant, an Acknowledgement Letter and notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
	<p>2.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all</p>			

	the application documents submitted.			
3. Settle the required processing fee.	<p>3.1 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 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>	1,000	15 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></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>* Courier the Photocopy of official Receipt</p>	4.1 Acknowledge the copy of Official Receipt from the SWDA	None	15 minutes	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></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.			
	4.3 For the Copy of OP sent through mail / courier: the assigned technical Staff shall acknowledge its receipt.			
5. Accomplish and drop the Customer's Feedback Form on the drop box	Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>
<p><i>Note: Applications received after 3:00 pm shall be considered as a next working day transaction.</i></p>				
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	None	2 working days	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>

	<p>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 social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified</p>			
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	<p>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>6.2.1 If Complete and</p>			

	compliant , 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 , the Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.			
	6.3 Review and approval of the Acknowledgment Letter including its attachments.			<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i> <i>Ms. Roselle M. Rentoza</i> <i>PO IV, PPD</i> <i>Atty. Michael Joseph M. Lorico</i> <i>Regional Director – FO NCR</i>
7. Confirm the Availability on the proposed validation Visit	7.1 For those with requirements that are complete and compliant,	None	30 minutes	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>

	Confirmation of Validation Visit.			
8. Assist the Assessor during the conduct of Validation visit	8.1 Conduct of Validation visit		1 working day per agreed schedule	
9. Accomplish and place the Customer's Feedback Form on a sealed envelope	9.1 Provide the applicant Organization the Customer's Feedback Form		5 minutes	
10. Awaits the result of the licensing assessment	10.1 Prepare Confirmation Report	None	3 working days	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</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>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i> <i>Ms. Roselle M. Rentoza</i> <i>PO IV, PPD</i>
	10.5 If unfavorable, review and approval of the		Unfavorable: 2 working days	<i>Atty. Michael Joseph M. Lorico</i> <i>Regional Director – FO NCR</i>

	Confirmation Report.			
	10.6 If favorable, for approval and signature of the Certificate of License to Operate.	None	Favorable: 3 working days	Atty. Michael Joseph M. Lorico Regional Director – FO NCR
	10.7 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable: 2 working days	
	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)	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
For Complete and Compliant:		P1,000	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	1.1 Log receipt into the Document Tracking System (DTS) for Standards Section – Field	None	15 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section

Licensing through Mail or Courier to: STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila	office. This shall be the Assigned Technical Staff.			
2. Wait for the result of documents review	<p>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:</p> <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. Situational)</p> <p>ii. Applicant has employed a sufficient number of duly qualified</p>	None	2 working day	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p>

	<p>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 development and/or welfare activities it implements.</p>			
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	Note: Criteria iv and V are only applicable for those SWDAs that are already in operation prior to application for Licensure to Operate.			
	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. .	If found both complete and compliant , notify the Applicant Organization that	1,000	15 minutes	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>

	<p>they have to settle their processing fee.</p> <p>Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p>Field office: The Support Staff shall prepare Billing statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organizations settle its payment.</p>			
<p>4. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>* Scanned copy of the official Receipt to the</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:</p>	None	15 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

concerned DSWD Field Offices' official email address with the subject: Name of the Organization: Copy of OR for Licensing: * Hand-carry the Photocopy of Official Receipt * Courier the Photocopy of official Receipt	the Support Staff managing the Official email of the Standards Section shall acknowledge its receipt. 4.3 For the Copy of OP sent through mail / courier: the assigned technical Staff shall acknowledge its receipt.			
5. Accomplish and drop the Customer's Feedback Form on the drop box	5.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
<i>Note: Applications received after 3:00 pm shall be considered as a next working day transaction.</i>				
6. Wait for the result of the documents review and notice of validation assessment.	6.1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applying to operate a residential care facility, the applicant must establish the need for a	None	2 working days	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>

	<p>residential facility serving a particular sector and the absence of related facility to cater them.</p> <p>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.</p> <p>iv. The SWDA must have a financial capacity to operate for</p>			
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	<p>at least two (2) years. 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 Acknowledgment Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA</p>			
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	together with all the application documents submitted.			
	6.4 Review and approval of the Acknowledgement Letter including its attachments.		2 working days	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i> <i>Ms. Roselle M. Rentoza</i> <i>PO IV, PPD</i> <i>Atty. Michael Joseph M. Lorico</i> <i>Regional Director – FO NCR</i>
7. Confirm the Availability on the proposed validation Visit	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	30 minutes	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
8. Assist the Assessor during the conduct of Validation visit	8.1 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	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</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>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i> <i>Ms. Roselle M. Rentoza PO IV, PPD</i>
		10.5 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	<i>Atty. Michael Joseph M. Lorico Regional Director – FO NCR</i>
		10.6 If favorable, for approval and signature of the Certificate of License to Operate.		Favorable; 3 working days	<i>Atty. Michael Joseph M. Lorico Regional Director – FO NCR</i>
		10.7 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 1 working day	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
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.					

31. Obtaining Social Welfare and Development Data and Information

Social Welfare and Development (SWD) data and information are provided to external requesting parties 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.

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:	Requesting parties such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent requesting parties 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document (<i>Request Letter</i>)	1.1 Receive request letter		10 minutes	Ms. Lily C. Demabildo Planning Officer III, PDPS
	1.1.1 Receive request for SWD data from the requesting party			
	1.1.2 For Walk-in: Receive request letter and ask the requesting party to provide details in the logbook			
	1.1.3. For Email: Download and print request			
	1.2. Check completeness of		10 minutes	Ms. Lily C. Demabildo

	information in the request letter (i.e., name of the requesting party, contact details, and data being requested)			<i>Planning Officer III, PDPS</i>
	If complete, acknowledge receipt of the request (for email) or provide receiving copy (for walk-in)			
	1.3. Encode details to the system or the Enhanced Document Transaction Management System (EDTMS)		5 minutes	<i>Ms. Lily C. Demabildo Planning Officer III, PDPS</i>
	1.3.1. For email: Request Letter			
	1.3.2. For walk-in: Information provided in the Researcher's Logbook			
	1.4. Endorse request to the concerned Section (for PDPS)		5 minutes	<i>Ms. Lily C. Demabildo Planning Officer III, PDPS</i>
	1.5. Assign request to concerned technical staff		5 minutes	
	1.6. Assess if the data/information being requested is available within the division		10 minutes	<i>Ms. Lily C. Demabildo Planning Officer III, PDPS</i>

	<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 Satisfaction Measurement Survey.</p> <p>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 requesting party of other sources of data. Prepare a letter response</p>		<p>Single Data: 7 hours</p> <p>Multiple Data: 1 day and 4 hours</p>	<p>Ms. Lily C. Demabildo Planning Officer III, PDPS</p>
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	(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, approval, and signature.			
	1.8. Review, approve and sign the letter response, prepared data (if available), and applicable form		20 minutes	Ms. Lily C. Demabildo Planning Officer III, PDPS
	1.9. Send the signed letter response containing the <i>Client Satisfaction Measurement Survey Form</i> link/code to the requesting party together with the approved data (if available) and application form		None	Ms. Lily C. Demabildo Planning Officer III, PDPS
2. Accomplish the Client Satisfaction Measurement Survey	2.1 Receive the accomplished Client Satisfaction Measurement	None		Ms. Lily C. Demabildo Planning Officer III, PDPS

	Survey (either online or paper-based)			
TOTAL	Single Data	NONE	1 working day, 15 minutes	
	Multiple Data		1 working day, 5 hours, 15 minutes	
	No Data		1 hour, 45 minutes	

32. 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
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/ <i>Annex 3. DSWD-RLA-F003 Application Form for Accreditation</i>
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))	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/ <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership</i>

<p>ABSNET Membership Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p>	
<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</p>	<p>https://www.dswd.gov.ph/downloads-2/ AO 11 s 2019 Annex A Declaration of Commitment</p>

establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)	
<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>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>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> <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>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>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>
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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 for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request received through courier / email (7 days)				
1. Secures application form thru the DSWD website / Field office	1.1 Upload and make available of the necessary documents in the DSWD website			SWDA
2. Submits the application documents, get a	2.1 Receives the documentary requirements,	None	30 minutes	Ms. Chourie Lou-An Digneneng PDO III, Standards Section

stamped receiving copy of the documents submitted and reference number for follow up the request	stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking			
<i>Note: Application documents received after 3:00PM shall be considered as a next working day transaction.</i>				
3. Wait for the result of the documents review and notice of validation assessment	3.1 Conducts desk review of the documentary requirements	None	6 days, 7 hours, 30 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p> <p><i>Ms. Roselle M. Reztoza PO IV – Policy and Plans Division</i></p> <p><i>Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR</i></p>
	3.2 If complete and compliant, prepare acknowledgment letter indicating the schedule of the pre-assessment			
	3.3 If incomplete, prepares an acknowledgment letter indicating the checklist of documents to be submitted			
4. Receive the acknowledgement letter from the DSWD Field Office: If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation	4.1 Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.	None		<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

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	5.1 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	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
6. Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office	6.1 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	

Note: Application documents received after 3:00 PM shall be considered as a next day transaction

7. wait for the result of assessment	<p>7.1 If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> * Confirmation Report to the SWDA * Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool. <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p>	None	11 working days	<p><i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i></p> <p><i>Ms. Roselle M. Reztoza</i> <i>PO IV – Policy and Plans Division</i></p> <p><i>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – Field Office NCR</i></p>
TOTAL	Social Work Agency	NONE	20 working days	
	Senior Citizen Center		19 working days	

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

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

Office or Division:	DSWD Field Office – Standards Section
Classification:	Simple
Type of Transaction:	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/publications_1_Annex 1. DSWD-RLA-F001 Application Form for Registration
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/publications_1_Annex 4. DSWD-RLA-F004 Manual of Operation
Brochure	https://www.dswd.gov.ph/downloads2/publications_1_Annex 5. DSWD-RLA-F005 Brochure
Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency	https://www.dswd.gov.ph/downloads2/publications_1_Annex 9. DSWD-RLA-F009

		Work and Financial Plan		
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00		Applicant		
Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form thru the DSWD Website or from the DSWD Field Office	1.1 Provided the client with application form and checklist of requirements	None		Ms. Chourie Lou-An Digneneng PDO III – Standards Section
2. Submit/ file application and supporting documents. For applicant organization with complete requirements, receive the acknowledgement 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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	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 payments to Cash Section or thru online.	3.1 Prepares billing statement	None	10 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	3.2 Process payment and issues Official Receipt.	P1,000	20 minutes	Cashier – Field Office NCR
4. Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	4.1 Attach the photocopy of the official receipt of the processing fee.	None	5 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
5. Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	5.1 Provides the applicant the Client Satisfaction Measurement Form	None	5 minutes	
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.		25 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	6.2 Receives incoming applications and assigns to		30 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section

	concerned technical staff.			
	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 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		3 hours	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	6.4 If incomplete, prepares an acknowledgment letter with checklist of documents indicating the lacking requirement.			
	6.5 Preparation of the Confirmation Report with		5 hours and 25 minutes	

	attached draft Certificate of Registration and printing of Security Paper (SECPA).			
7. Signs in the logbook for received certificate thru pick-up.	7.1 Releasing of the Certificate of Registration to the SWDA	None	30 minutes	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i> <i>Dir. Benchie Gonzales</i> <i>ARD for Administration</i> <i>– Field Office NCR</i>
B. Processing Procedures of Applications submitted at Standards Section through Mail/Courier				
1. Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:	1.1 Received” stamp the document and logs its receipt into the document tracking system.	None	30 minutes	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
	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>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>
	2.2 Review the submitted documents as to completeness		3 hours	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>

	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.			
	2.3 If complete and compliant, notify the SWDA on the payment for processing fee.			
	2.4 If incomplete, an acknowledgment letter with checklist of requirements shall be returned to the applicant			
4. Wait for the result of the assessment.	4.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy.	None	5 hours, 25 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section

	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, 25 minutes	Ms. Chourie Lou-An Digneneng PDO III, Standard Section Ms. Roselle M. Rentoza PO IV, PPD
	4.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate		4 hours, 10 minutes	Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR
5. Receive the Certificate and confirmation letter.	5.1 Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (Direct pick-up or courier)	None	30 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
TOTAL For complete and compliant		P1,000	3 working days	
For incomplete submission Walk-in Courier		None	30 minutes 2 days	
* The number of minutes shall be included on the total 3 working days				
** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.				

34. Walk-in Name Matching Data Process

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

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) Valid Identification Card/Proof of Identity		1.Provided by the Client		
2. Walk-in Name Matching Form (1 original)		2.National Household Targeting Office/ National Household Targeting System Office – Administrative Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party will fill out the Walk-in Name Matching Form.	1.1 Receive and record the request in the document transaction/ tracking system.	None	5 minutes	Ms. Mary Noemi C. Corales PDO IV – National Household Targeting Section
	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 * If not valid- The PDO will inform the client on the grounds for the denial of the request based on		10 minutes	Ms. Mary Noemi C. Corales PDO IV – National Household Targeting Section

	the DSWD MC 15, s.2021. End of process. * If valid – Forward the request to the Information Technology Officer for matching Note: * In case, the ITO is on official travel, the client shall leave his/her contact details.			
	1.4 Process the name matching request. * Manual verification * Running of name matching application *Note: 1day processing time if the ITO is on official travel		5 minutes	Ms. Mary Noemi C. Corales PDO IV – National Household Targeting Section
	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	2.1 Present and explain the result of name matching and administer the CSMS form (per CART Guidelines)	None	5 minutes	Ms. Mary Noemi C. Corales PDO IV – National Household Targeting Section
TOTAL		NONE	30 minutes	

PROMOTIVE SERVICES DIVISION

FRONTLINE SERVICES

35. Grievance Management Process for SLP

The Grievance Management Process of RPMO facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

Office or Division:	Sustainable Livelihood Program – Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of filled-up SLP Grievance Form – for walk-in clients;		Sustainable Livelihood Program Help Desk Ground floor. 389 San Rafael St. Legarda Sampaloc Manila		
2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and				
3. One (1) Photocopy each of supporting documents - Clients Testimony - Witness Testimony (if necessary) - Barangay/ Police Report (if necessary)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activities to be undertaken by the SLP-RPMO:				
1. The clients shall ratify or concur on the Data Privacy Consent’s content. <i>Proceed to customer step number 2 after approval.</i>	1.1 Explain to and request the client to sign or place his/ her thumb mark on the Data Privacy Act (DPA) of 2012. <i>Brief orientation on the SLP Processes</i>	None	3 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

2. Fill-up the walk-in logbook	2.1 Instruct the client to register in the Walk-in client's log book.	None	2 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	2.2 Conduct the initial interview on the complaint		10 minutes	
3. Fill-out the SLP Grievance Form	3.1 Request the client to fill out the SLP Grievance Form	None	10 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	3.2 Validate any lacking information of the client/s as necessary		3 minutes	
4. Received the Walk-in Client Slip	4.1 Issue SLP Walk-in Client Slip	None	3 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	4.1.1 Certify that clients appeared at the SLP Field Office			
5. Fill-out the CSMF	5.1 Request the client to fill-out the Client Satisfaction Measurement Form	None	5 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	5.2 Encode clients/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	5.3 Classify the complaint/ grievance	None	3 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	5.4 Validate if the findings are valid. If invalid, notify the concerned process owner	None	10 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	for the invalid findings, and validate lacking information of the client/s as necessary.			
	5.5 Encode the details in the SLP GMS and EDTMS	None	6 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	5.6 Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	5.7 Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	5.8 Classify the complaint/ Grievance	None	3 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
For Grievances at the SLP – Regional Level				
	1.1 Processing of Grievance	None	7 days	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program Fact Finding Team</i>
	For Non - Cognizable Grievance (simple transactions) does not require verification			
	The GRMO shall provide technical			

	assistance, explain and orient on program implementation			
	<p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional 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 collaborate to include the deployment of Fact-finding Team.</p> <p>Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.</p>	None	10 days	<p><i>Mr. Salvador S. Yulas</i> <i>PDO II, Sustainable Livelihood Program</i></p>

	1.2 The Fact-finding team shall conduct field visit for assessment/ validation, investigation and other duties and responsibilities under GMP.	None	3 days	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	1.3 Include in the feedback other essential information, reasons or factors that trigger the filling of grievance	None	3 days	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program Fact-finding Team
	1.4 Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	1.5 Provide feedback to the complainant on the action taken	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	1.6 The SLP RGMG shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	1.7 The SLP RGMG shall endorse gathered information/ documentation to	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	Management (FO RGMC/AG- AC/RD)			
	1.7.1 Endorse the gathered documentation for submission to the Office of the Secretary			
	1.7.2 Process the gathered SLP RGMS information or documentation based on the existing guidelines			
	LGU Employees – endorse to the Local Government Unit-Local Chief Executives			
	1.7.3 Endorse SLP RGMS information/ documentation in the form of Grievance Management Report to the Regional Director for action			
	1.7.4 Endorse SLP RGMS 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.			
	1.8 Issuance of Resolution based on the decision by the authority If Resolution was issued by the: PC/CC – appeal processed by the SLP RGMC SLP RGMC or SP RPMO – the appeal shall be processed by the SLP RPMO GMC SLP NPMO GMC – appeal process by Office of the Secretary or OBSUs concerned.	None	2 days	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.9 Monitor the status of newly resolved grievances to ensure that recommendation provided are properly executed and followed by the involved persons/ parties	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.9.1 Encode in the SLP			

	Grievance Tracker			
For Grievances at the SLP Provincial/ Cluster Level				
	<p>1.9 Processing of Grievance</p> <p>For Non-Cognizable Grievance (simple transactions)</p> <p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO shall provide technical assistance, simple explanation and orientation on the program implementation.</p>	None	7 working days	<p><i>Mr. Salvador S. Yulas</i> <i>PDO II, Sustainable Livelihood Program</i> <i>Fact-finding Team</i></p>
	<p>For cognizable Grievance (highly technical transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance</p>	None	10 days	<p><i>Mr. Salvador S. Yulas</i> <i>PDO II, Sustainable Livelihood Program</i> <i>Fact-finding Team</i></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			
	1.1.1 Gathering of data and other essential information in order to determine the reasons/ factors that trigger the filling of grievance			
	1.2 Assess grievances and sort based on the validity or gravity	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	1.2.1 Ensure the accomplished forms, prepare letters of acknowledgment			
	For Non-cognizable Grievance (invalid) does not require verification			
	1.2.2 Encode in the Database			
	1.3 Non-Cognizable	None	1 day	Mr. Salvador S. Yulas

	Grievance (simple transactions)			<i>PDO II, Sustainable Livelihood Program</i>
	1.3.1 The PGMO shall provide technical assistance, explain and orient on program implementation			<i>Fact-finding Team</i>
	1.4 Endorse all major grievances to RPMO	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.5 gather data and other essential information to determine the reasons or factors that trigger the filing or grievance	None	4 days	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.6 Endorse data gathered and other essential information to the RPMO	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.7 Provide feedback to the complainant on the actions taken	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.8 Monitor the status of newly resolved grievances to ensure that recommendation provided are properly executed by the involved persons/ parties	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	1.8.1 Encode in the SLP Grievance Tracker			
For Grievances at the SLP Municipal Level				
	1.1 Assess grievances (e.g., involvement of PDO) and sort based on the validity or gravity	None	2 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.1.1 Secure the accomplished forms, prepare letter of acknowledgment			
	1.1.2 Encode to the Database			
	1.2 Non-Cognizable Grievance (simple transactions) The FPDO shall provide technical assistance, explain, and orient on program implementation	None	3 days	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.3 Endorse all major grievances to the RPMO	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.4 Gather data and other essential information to determine the reasons or factors that	None	1 day	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

		trigger the filling of grievance			
		1.4.1 The PGO shall check the involvement of the PDO			
		1.5 Provide feedback to the complainant on the action taken	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
		1.6 Monitor the status of newly resolved grievances to ensure that recommendation provided are properly executed by the involved person/s parties.	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
		1.6.1 Encode in the SLP Grievance Tracker			
TOTAL	Activities to be undertaken by the SLP-RPMO	NONE	Simple – Complex – 4 to 8 days, 1 hour		
	For Grievances at the SLP – Regional Level		Highly Technical – 11 days, 1 hour		
	For Grievances at the SLP – Provincial/ Cluster Level		30 days		
	For Grievances at the SLP – Municipal/ City Level		27 days		
			7 days, 2 hours		
*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program					

36. Process for Referrals received through Individual/ Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and other Institutions

The process for referrals received by the Sustainable Livelihood Program – Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP-RPMO.

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 Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/ person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, PhilHealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activities to be undertaken by the SLP-RPMO				
1. File the application for livelihood assistance from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU and other institutions through email.	1.1 The PDO/RMO shall acknowledge the receipt of individual referral applications for livelihood assistance through email.	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	1.2 The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	

2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO	2.1 For the SLP- RPMO: Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.	None		Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	2.1.1 The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP. For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RPMO shall conduct name-matching with the			

	<p>Listahanan 3 Database.</p> <p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to</p>			
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	Regional Program Coordinator (RPC).			
	2.2 The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	2.3 The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
Activities to be undertaken by the SLP-RPMO/ Provincial Office				
3. Wait for the call/ email/ text or personal visit of the IPDO from the SLP – Provincial Office	3.1 The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	3.2 The PC shall review the completeness of the client's information.	None	2 hours	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	3.2.1 The PC shall coordinate with the Implementing Project Development			

	Officer (IPDO) to conduct succeeding steps for the referred applicant			
	3.3 The IPDO shall email, text, or call applicant/s to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
4. Undergo the SLP Means Test	4.1 If the referred client is tagged as no-match in the Listahanan 3 Database: 4.1.1 The IPDO shall administer the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test. If qualified in the SLP Means	None	6 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	Test - proceed to client step 5. If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD			
5. Accomplish the SLP Data Privacy Consent Form	If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as “no-match” in the Listahanan but qualified in the SLP Means Test: 5.1 The IPDO shall explain the data privacy protocol of the program by	None	10 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.			
	5.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
6. Participate in the SLP Orientation	6.1 The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
7. Accomplish the Letter of Intent or SLP Waiver Form.	7.1 The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with the	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	succeeding activity must sign the SLP Waiver Form.			
8. Accomplish the SLP Profile Form	8.1 The IPDO shall assist the client in accomplishing the SLP Profile Form.	None	20 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
9. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>9.1 The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form</p>	None	6 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
10. Participate in the Micro- Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	<p>10.1 Conduct of MEDT1 or BEST1</p> <p>For the clients qualified for MD Track - The IPDO shall conduct MEDT 1 for all MD Track.</p> <p>For the clients qualified for EF track - The IPDO</p>	None	4 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	<p>shall conduct BEST 1 for all EF Track.</p> <p>For the participants who decided not to proceed - The clients must sign the SLP Waiver form.</p> <p>Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>			
	10.2 The IPDO Shall update the client's information in the SLP Information System (SLPIS).	None	30 minutes	
11. Prepare and sign the Modality Application Form (MAF)	11.1 The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
12. Receive the SLP Grant	12.1 The IPDO shall prepare the attachments to	None	6 hours	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.			
	12.2 Project Proposal Review at the Provincial Level. The PC shall review the MP using the Project Assessment Tool (PAT). <i>Note: MPs with findings that need revision/ enhancement or replacement will be endorsed to IPDO by the PC.</i>	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	12.3 Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	forwarded to RD for approval.			
	12.4 Project Proposal Approval The RD shall approve the MP prior to processing			
	12.4.1 Project Proposal Processing After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.	None	2 days	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	12.5 Process the Disbursement Voucher.	None	2 days	Finance Management Division
	The IPDO shall monitor the issuance of the approved check for disbursement. 12.6.2 The IPDO shall notify the program participant/s for the release of the check through	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	text, email, call, visit, etc.			
	Grant Releasing The IPDO to coordinate with the client for the schedule of grant releasing The IPDO to conduct Financial Literacy Training before the grant releasing The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
13. Fill out the Client Satisfaction Measurement Form (CSMF)	13.1 Administer the CSMF with assistance from the IPDO.	None	5 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	13.2 The IPDO shall update the client's information to the SLP IS.		30 minutes	
TOTAL		NONE	12 days, 4 hours	

37. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program- Regional Program Management.

Office or Division:	Sustainable Livelihood Program – Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/ person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, PhilHealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activities to be undertaken by the SLP-RPMO				
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1 The Project Development Officer (PDO) at the SLP Referral Management Officer (RMO) at the SLP Regional Program Management Office (RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	1.2 Request client to fill-out attendance sheet. For the walk-in clients from the SLP RPMO – the PDO shall Request the client to fill-out the attendance sheet	None	30 minutes	
2. Participate in the SLP Orientation	2.1 The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP. Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.	None	1 hour	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
3. Claim the SLP Reference Slip	3.1 The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
4. Fill-out the Client Satisfaction Measurement Form (CSMF)	4.1 Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	4.1.2 For the SLP-RPMO: Once received by the SLP-RPMO, the RMO shall	None	6 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	<p>acknowledge receipt of individual referral applications for livelihood assistance from SLP-RPMO through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p>			
	<p>4.1.3 The RMO shall undertake name- matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP-</p> <p>The RPMO shall conduct name-matching with the Listahanan 3 Database.</p> <p>For those tagged as non-poor in the Listahanan -</p>			<p><i>Mr. Salvador S. Yulas</i> <i>PDO II, Sustainable Livelihood Program</i></p>

	<p>The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps Targets of SLP and tagged as “No Match” in the Listahanan 3 Database-The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	<p>4.2 The RMO shall encode the details of the</p>	None	30 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	client in the SLP Information System (SLPIS)			
	4.3 The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
Activities to be undertaken by the SLP – RPMO				
5. Wait for the call/email/text or personal visit of the IPDO from the SLP Provincial Office.	5.1 The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information. The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.	None	2 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
	5.2 The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial Office and there shall be an	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	assessment to be conducted.			
6. Undergo the SLP Means Test	<p>6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client:</p> <p>If no-match in the Listahanan 3 Database - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.</p> <p>If qualified in the SLP Means Test - proceed to client step 7.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the</p>	None	6 hours	<i>Mr. Salvador S. Yulas</i> <i>PDO II, Sustainable Livelihood Program</i>

	latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the Regional Director (RD).			
7. Accomplish the SLP Data Privacy Consent Form	7.1 The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
8. Participate in the SLP Orientation	8.1 The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program	None	30 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	Modalities, and Program Eligibility Requirements.			
9. Accomplish the Letter of Intent or SLP Waiver Form	9.1 The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form .	None	15 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
10. Accomplish the SLP Profile Form	10.1 The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	11.1 The IPDO shall administer the Livelihood Skills Assessment Form (LSAF). For the clients who passed the LSAF and decided to continue, proceed to client step 8 . The clients who decided not to proceed to the succeeding	None	6 hours	<i>Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program</i>

	activity must sign the SLP Waiver form .			
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	<p>12.1 Conduct of MEDT 1 or BEST1.</p> <p>For clients who are qualified for MD Track - The IPDO shall conduct the MEDT 1 for all MD Track</p> <p>For clients who are qualified for EF track - The IPDO shall conduct the BEST 1 for all EF Track.</p> <p>For the clients who decided not to proceed - The clients must sign an SLP Waiver form</p> <p>Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business</i></p>	None	4 hours	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	<i>development partners.</i>			
	12.2 The IPDO shall update the client's information in the SLP IS.	None	30 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
13. Prepare and sign the Modality Application Form (MAF)	13.1 The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
14. Receive the SLP Grant	14.1 The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP	None	6 hours	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	14.2 Project Proposal Review at the Provincial Level The PC shall review the MP using the Project Assessment Tool (PAT). <i>Note: MPs with findings that need revision/ enhancement or replacement will be endorsed to IPDO by the PC.</i>	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	14.3 Project Proposal Review at the Regional Level The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	The RD shall approve the MP prior to processing. After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.	None	2 days	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	14.5 Process the Disbursement Voucher	None	2 days	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	Preparation for Grant Releasing Monitor the issuance of the approved check for disbursement.	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program

	Notify the program participants for the release of the check through text, email, call, visit, etc.			
	Grant Releasing The IPDO to coordinate with the client for the schedule of grant releasing. The IPDO shall conduct Financial Literacy Training. The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1 The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
	15.2 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	Mr. Salvador S. Yulas PDO II, Sustainable Livelihood Program
TOTAL	Activities to be undertaken by SLP-NPMO/ SLP-RPMO	NONE	1 day, 1 hour, 15 minutes	
	Activities to be undertaken by SLP – RPMO		11 days, 2 hours, 5 minutes	

PROTECTIVE SERVICES DIVISION

FRONTLINE SERVICES

38. Auxiliary Social Services to Persons with Disabilities

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

Office or Division:	Community Based Services Section – Protective Services Division			
Classification:	Simple/ Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Filipino Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PROVISION OF ASSISTIVE DEVICES				
1. Medical Certificate (Indicating the specific assistive devices needed)		Attending Physician (Hospital, Clinic, Barangay Health Worker)		
2. Barangay Certificate of Indigency		Barangay Hall		
3. Social Case Study Report/ Case Summary		Local Government Unit or Medical Social Service		
4. 2x2 Picture or 1 whole body picture		Client		
5. Request letter		Client		
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents is still subject for verification and additional documents may be required depending on the case.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family Members of Person with Disability may Visit the SWADT offices or Field Offices (Walk-in Clients) to submit	For walk-in clients 1.1 Social Worker or Focal Person shall receive and review the required documents	None	5 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section

their complete requirements	1.2 Interview and assessment of Persons with Disability Needs		5 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	1.3 The FO Focal Person/ Social Worker decides with the Person with Disability/ Family Member/ guardian shall decide what services can be provided to the client.		5 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT		10 minutes	<i>Ms. Miriam C. Navarro SWO V – Chief, Protective Services Division</i>
	TOTAL	NONE	25 minutes	

39. Implementation of Supplementary Feeding Program

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

Office or Division:	Community Based Services Section – Protective Services Division			
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 (Form 2.B)		Local Government Unit (C/MSWDO)		
*These documentary requirements are presented to the DSWD Field Office personnel.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SOCIAL PREPARATION FOR THE IMPLEMENTATION OF SFP (LGU TO FIELD OFFICES)				
1. LGU to submit the required documents for the program inclusion per Day	1.1 Receive and review the completeness of the	None	3 days	Mr. Arnel Bautista SWO III – Community Based Services Section

Care Centers/ Supervised Neighborhood Play	documents submitted			
	1.2 Process the submitted documents for inclusion in the Program beneficiaries		20 days	
	1.4 Consolidate all the submitted master list with nutritional status for submission of monthly report to the Central Office		20 days	
	1.5 Keeps the document for data banking and comparison on the succeeding nutritional status/ improvement of the children's beneficiaries			
2. Comply with the necessary signatures /action needed for the processing of the documents.	2.1 Facilitate signing and Notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO.	None	20 days	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.2 Proceed with the processing of the procurement of commodities		20 days	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.2.1 If TOF is allowed, review eligibility of LGU based on previous		20 days	

	performances in program implementation and timely and complete liquidation.			
	2.2.2 If LGU is eligible, facilitate signing and Notarization of Memorandum of Agreement (MOA) between LGU and DSWD FO.		20 days	Mr. Arnel Bautista SWO III – Community Based Services Section Atty. Michael Joseph J. Lorico Regional Director, FO-NCR
	2.2.3 Facilitate processing and Distribution of available checks / ADA for the LGU.		20 days	Mr. Arnel Bautista SWO III – Community Based Services Section Cash Officer – Field Office NCR
3. LGU to participate to the program orientation	3.1 Conduct program Orientation /updates and reiterates necessary documents, proper accomplishment, and signatories for submission to the Field Office.	None	1 day per LGU	Mr. Arnel Bautista SWO III – Community Based Services Section
TOTAL			144 days	
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) 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	1.1 Conducts market research	None	7 days	Mr. Arnel Bautista

Conduct of Market Research	of the most common and available food items in the community.			<i>SWO III – Community Based Services Section</i>
2. Participate in the creation of cycle menu	2.1 Solicit recommendation with LSWDOs/focal persons on Menu preference per LGU <i>In times of COVID-19 pandemic and other similar emergencies, conduct virtual meetings with provinces with capacity on network connection /gadgets</i>	None	1 day	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.1.1 Drafts two-four-week cycle menu based on the market research conducted, budget and the agreed Menu preference of the focal persons per province following the 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI			

	Pinggang Pinoy for Kids.			
3. Finalization of the Cycle menu	3.1 Submits the draft cycle menu for approval of the SFP Focal.	None	4 hours	Mr. Arnel Bautista SWO III – Community Based Services Section
	3.2 Approves the cycle menu for allocation in the purchase request.		4 hours	
	3.3 Prepares the Food Distribution Plan per Mun/City, Province, as basis in the allocation in the Purchase Request		20 days	
4. Implement the approved cycle menu	4.1 Distributes copy of the menu to the LGU SFP Focal Person for reference and implementation	None	20 days	Mr. Arnel Bautista SWO III – Community Based Services Section
5. Receive the delivery of food commodities and assist in the delivery of foods to the beneficiaries based on distribution plan	5.1 Monitors the delivery of food commodities to the implementing LGU	None	3 days	Mr. Arnel Bautista SWO III – Community Based Services Section
	5.2 The FO shall monitor the feeding implementation of SFP by the LGUs based on the approved cycle menu, target beneficiaries and		120 feeding days	

	areas of implementation			
6. Submit the Accomplishment Report	6.1 The FO shall acknowledge and analyze the submitted accomplishment reports of LGUs (e.g., Physical, Narrative, Financial, Nutritional status reports) and provide technical assistance as needed.	None	7 days	Mr. Arnel Bautista SWO III – Community Based Services Section
	6.2 The FO shall consolidate and evaluate the submitted reports of the LGUs for endorsement to the Central Office		20 days	
TOTAL			198 days, 8 hours	
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	4 hours	Mr. Arnel Bautista SWO III – Community Based Services Section
	1.1.1 Field Office may conduct spot checks to assess and monitor the		3 days per LGU	

	implementation (delivery /feeding /weighing, quality and quantity etc.).			
	1.1.2 Notify the Local Government on the schedule of the actual visit and/ or virtual provision of technical assistance		1 day	
	1.1.3 Prepares the Travel Order and/or Virtual Link for the TA		1 day	
	1.2 Provides technical assistance through either demo, actual 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		7 days	
2. Provide feedback, issues and concerns on the SFP implementation	2.1 Discuss the salient findings and recommendation to the Local Chief Executive during	None	1 day	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>

	the Exit Conference			2 days, 10 minutes
	2.2 Prepare the feedback report and confirmation report to the LGU monitored			
	2.2 Approve the feedback report and confirmation report. The Focal Person shall be responsible for any revisions and other instructions in the feedback report and confirmation report			
	2.3 Log the document number of the confirmation report in the DTS			
	2.4 Endorse to Records Section			
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	None	1 day	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
TOTAL			15 days, 4 hours, 10 minutes	
TOTAL		NONE	213 days, 12 hours, 20 minutes	

40. Offsite Implementation or Assessment of Individual Clients Outside the DSWD Offices (CIU/CIS/SWAD Offices)

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

Office or Division:	Crisis Intervention Section – Offsite Serbisyo
Classification:	Simple
Type of Transaction:	G2C –Government to Citizens
Who may avail:	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) valid identification card of the client/ person to be interviewed; <ul style="list-style-type: none"> PhilSys ID UMID ID, SSS/GSIS ID Phil health ID Driver's License PRC ID OWWA ID DOLE PAG-IBIG ID Voter's ID or Voter's Certification Postal ID Philippine Passport NBI Clearance 4PsID PWD ID Solo Parent ID City/Municipal ID Barangay ID (OSCA ID) 	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> Philippine Statistics Authority Social Security System/Government Service Insurance System Phil health Land Transportation Office Professional Regulation Commission Overseas Workers Welfare Administration Department of Labor and Employment Pag-IBIG Fund Commission on Election Post Office Department of Foreign Affairs National Bureau of Investigation Department of Social Welfare and Development Local Government Unit Office of Senior Citizen Affairs or any ID preferably with validity date, and picture and signature of the client

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: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.
3. Hospital bill / Statement of Account (outstanding balance) with name and signature	Billing clerk of the hospital
4. Social Case Study Report/ Case Summary	Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service
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	Attending Physician or from Medical Records of the hospital/clinic.

signature of the Physician issued within three months (Original / Certified true copy)	
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 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. 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	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. 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	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. 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 be 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, 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 For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.

suffice and be accepted to prove his/her identity.				
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: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date		
2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction				
3. One (1) Any valid Government Issued I.D		Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entrance of the client to the CIS-Offsite holding area	1.1 Issuance of queuing number, and facilitating	None	3 minutes	Mr. Jeremiah Joe F. Farol

asking for queuing number and Health Declaration form.	the filling-out of the Health Declaration Form to clients			<i>SWO IV – Crisis Intervention Section – Offsite</i>
2. Receipt and Screening of Documents and CrIMS Verification	<p>2.1 The client and beneficiary's documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance 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. 		5 minutes	<p><i>Mr. Jeremiah Joe F. Farol</i> <i>SWO IV – Crisis Intervention Section – Offsite</i></p>
	2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS		5 minutes	

3. Interview and Assessment	<p>3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation.</p> <p>The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information</p>	None	20 minutes	<p><i>Mr. Jeremiah Joe F. Farol</i> <i>SWO IV – Crisis Intervention Section – Offsite</i></p>
	<p>3.2 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>		5 minutes	<p><i>Mr. Jeremiah Joe F. Farol</i> <i>SWO IV – Crisis Intervention Section – Offsite</i></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.		5 minutes	
	3.4 The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.		5 minutes	
	3.5 The recommended amount once reviewed with concurrence, will be approved. *If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.		5 minutes	
4. Release of Assistance	4.1 CIS-Offsite Serbisyo 4.1a. Cash out right (Php 10,000 and below) a. The CIS-OS	None	3 minutes	<i>Mr. Jeremiah Joe F. Farol</i> <i>SWO IV – Crisis Intervention Section – Offsite</i>

	Special Disbursing Officer will release the assistance			
	<p>4.2 Guarantee Letter addressed to the Service Provider Php 50,000.00 below)</p> <p>a. Social Worker will prepare the guarantee letter</p> <p>b. CIS-OS Admin staff will encode the Guarantee Letter to EDTMS</p> <p>c. CIS-OS Head will Review and Approve the GL.</p> <p>* If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance.</p>		10 minutes	<p><i>Mr. Jeremiah Joe F. Farol</i> <i>SWO IV – Crisis Intervention Section – Offsite</i></p>

	4.3 If approved, the Administrative Staff will release the Guarantee Letter to the client			Mr. Jeremiah Joe F. Farol SWO IV – Crisis Intervention Section – Offsite
TOTAL		None	56 minutes both for cash outright and GL up to P50,000	
GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS				
Guarantee Letter addressed to the Service Provider Php 20,000-50,000	Reviewed and approved by the Approving Officer	None	Within the day	Mr. Jeremiah Joe F. Farol SWO IV – Crisis Intervention Section – Offsite
Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000			1-2 working days	
Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000			3-4 working days	Miriam C. Navarro SWO V – Chief, Protective Services Division
Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000			5-7 working days	Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR
	CIS-OS Admin Staff will text/call the client to claim the approved GL		5 minutes	
Present the identification card and or authorization letter of authorized representative upon claiming of the Guarantee Letter		None		Mr. Jeremiah Joe F. Farol SWO IV – Crisis Intervention Section – Offsite
TOTAL	Cash Outright	NONE	56 minutes	
	Guarantee Letter		7 days	

41. Onsite Implementation or Assessment of Individuals in Crisis Situation Program for Individual Clients transacting within the DSWS Offices (CIU/CIS/SWAD Offices)

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
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; <ul style="list-style-type: none"> • PhilSys ID • UMID ID, SSS/GSIS ID • Phil health ID • Driver's License • PRC ID • OWWA ID • DOLE • PAG-IBIG ID • Voter's ID or Voter's Certification • Postal ID 	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> • Philippine Statistics Authority • Social Security System/Government Service Insurance System • Phil health • Land Transportation Office • Professional Regulation Commission • Overseas Workers Welfare Administration • Department of Labor and Employment • Pag-IBIG Fund • Commission on Election • Post Office

<ul style="list-style-type: none"> Philippine Passport NBI Clearance 4PsID PWD ID Solo Parent ID City/Municipal ID Barangay ID (OSCA ID) 	<ul style="list-style-type: none"> Department of Foreign Affairs National Bureau of Investigation Department of Social Welfare and Development Local Government Unit Office of Senior Citizen Affairs <p>or any ID preferably with validity date, and picture and signature of the client</p>
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	
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
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	<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

Intelligence Committee (JAPIC) Certificate, Certification of death, Disaster Assisatnce Family Access cvard (DAFAC), Medico Legal certification		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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pertinent Document	1.1Check the completeness of documents submitted by clients.	None	1 hour	Mr. Anthony L. Alcantara SWO III – Crisis Intervention Section Onsite
	1.2. Verify client’s records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS) If it is determined that the client has received assistance beyond the allowed frequency, notify the client regarding the provisions stipulated in the guidelines. If eligible, provide the client a queuing number and instruct them to proceed with			

	Step 2- Interview and Assessment.			
2. Submit pertinent documents for interview and assessment	<p>2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS.</p> <p>If determined to be eligible to receive assistance, the SWO shall recommend the appropriate assistance and fill out the CE.</p> <p>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</p>	None	3 hours	<p><i>Mr. Anthony L. Alcantara</i> <i>SWO III – Crisis Intervention Section</i> <i>Onsite</i></p>

	<p>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</p> <p>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</p> <p>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</p> <p>If the client is found to be</p>			
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	<p>ineligible to avail the assistance, the SWO shall issue a letter of disapproval to the client.</p> <p>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</p>			
3. Receiving Assistance	<p>3.1 The DSWD personnel Shall Forward the documents to the authorized official/s.</p> <p>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</p> <p>If the approving officer determines that the client's submitted documents are insufficient to support the</p>	None	50 minutes	<p><i>Mr. Anthony L. Alcantara</i> <i>SWO III – Crisis Intervention Section</i> <i>Onsite</i></p>

	social worker's assessment , the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.			
4. Fill-out client satisfaction measurement survey	4.1 The DSWD personnel shall Forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance.	None	50 minutes	<i>Mr. Anthony L. Alcantara</i> <i>SWO III – Crisis Intervention Section</i> <i>Onsite</i>
	For Cash Outright (Php10,000 and below): 4.1.1.1. The Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash shall release the assistance.			
	For Guarantee Letter addressed to the Service Provider: 4.1.2.1. The DSWD personnel			

	shall prepare the GL.			
	4.1.2.2. CIU/S Admin staff shall encode the GL to the existing document tracking system.			
	4.1.2.3. Designated Approving Officer shall Review and Approve the GL.			
	For clients recommended to avail material assistance: 4.1.3.1. The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.			
	4.1.3.2. The CIU/S Staff shall provide the assistance.			
	4.1.4The DSWD personnel shall update client's records into CrIMS or to the existing monitoring tool/system once the assistance is released.			
	4.2. The DSWD personnel shall ensure scan the client's documents or			

	secure a copy of documents for filing and references.			
	4.2.1. The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box			
¹ Time may vary depending on the influx of clients, technical, and other circumstances outside the control of the Department				
TOTAL	Cash Outright	NONE	5 hours, 40 minutes	
	Guarantee Letter		2 days	

42. PLHIV Referral for Care and Support Services

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

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

Office or Division:	Community Based Services Section – Protective Services Division
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
One (1) valid identification card of the client/ person to be interviewed; <ul style="list-style-type: none"> PhilSys ID UMID ID, SSS/GSIS ID Phil health ID Driver's License PRC ID OWWA ID DOLE PAG-IBIG ID Voter's ID or Voter's Certification Postal ID Philippine Passport NBI Clearance 4PsID PWD ID Solo Parent ID City/Municipal ID Barangay ID Police Clearance 	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> Philippine Statistics Authority Social Security System/Government Service Insurance System Phil health Land Transportation Office Professional Regulation Commission Overseas Workers Welfare Administration Department of Labor and Employment Pag-IBIG Fund Commission on Election Post Office Department of Foreign Affairs National Bureau of Investigation Department of Social Welfare and Development Local Government Unit Police Station

<ul style="list-style-type: none">• (OSCA ID)• Or any ID preferably with validity date and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID card		<ul style="list-style-type: none">• Office of Senior Citizen Affairs• Barangay Hall		
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for these who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV treatment hub		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1.1 provide client with queuing number	None	5 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
2. Present self and documents for assessment and review	2.1 Receive and review of submitted documents	None	40 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
	2.1.1 Check the client’s record on existing database, e.g., Crisis Intervention Monitoring System, to check whether client had sought assistance within the last three (3) months If a client is eligible based on frequency and/ or type of assistance last			

	provided, the staff shall further assess documents presented			
	If client is not eligible, staff provide reasons for non- eligibility and shall provide further instruction/ information to client			
	2.1.2 Conduct interview within client to further gather information and/ or for clarification			
	2.1.3 If necessary, coordinate with the receiving agency for validation			
3. Fill-out necessary fields in the prescribed forms	3.1 handout copies of prescribed forms to client	None	20 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
	3.2 Ask client to fill-out necessary fields and provide instructions			
4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
	4.2 Review and completely accomplish forms			
	4.3 The DSWD Social Worker Officer shall			

	determine the amount that is appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g., accomplished Form 3: referral for Service or stub)	5.1 Re-conformation of client's identity	None	15 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	5.2 Releasing of assistance to client			
	If outright cash, ask the client to check the actual amount received			
	If Guarantee Letter, advise client to review the correctness of the personal information reflected in the document If client shall be referred again to other office and/or agency, the social worker			

	shall accomplish Form 3: Referral for Service.			
6. Accomplish Client Satisfaction Survey Form	6.1 Issue Client Satisfaction Survey Form	None	20 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
	6.2 Collect accomplished form			
TOTAL		NONE	3 hours for Cash Outright 1 day for Guarantee Letter	

43. Procedure in the Implementation of the Social Pension for Indigent Senior Citizens (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is a social protection scheme for the welfare of senior citizens in compliance with the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalized social protection to senior citizens by providing additional government assistance to indigent senior citizens which aims to augment the daily subsistence and other medical needs of the eligible beneficiaries based on the eligibility criteria as mentioned below.

Office or Division:	Social Pension Program Management Officer (SPPMO) – Protective Services Division (PSD)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government		
Who may avail:	Indigent Senior Citizens who are: a) Sixty (60) years old and above indigent senior citizens who are frail, sickly, bedridden, or with a disability. b) No Permanent source of income. c) No regular support from family or relatives for his/her basic needs d) No pension from Government Service System (GSIS), Social Security System (SSS), Philippine Veterans Affairs Office (PVAO), Police Mutual Benefits Association, Inc., and any other insurance company or/and agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) photocopy of the OSCA ID or any Valid Government-Issued ID indicating the birth date of the senior citizens such as but not limited to the following: 1. PhilSys ID 2. Driver’s License 3. Philhealth ID 4. Voter’s ID 5. Postal ID 6. Federation ID <i>*The indigent senior citizen applicant is likewise encouraged to present the</i>		OSCA at the Local Government Unit or any Government Agency issuing the listed identification cards.	

original copy of his/her OSCA ID or valid ID for further information verification.				
One (1) original copy of the fully accomplished and signed Social Pension Application Form		<p>The indigent senior citizen applicant shall inquire and/or submit the needed documentary requirements to the following:</p> <p>Barangay Senior Citizens Association (BSCA) Office for Senior Citizens Affairs (OSCA) Local Social Welfare and Development Office (LSWDO) DSWD Field Office through the Regional Social Pension Unit (DSWD FO-RSPU) DSWD Central Office through the Older Persons Unit under the Program Management Bureau (DSWD CO-OPU)</p> <p>BSCA/ OSCA/ LSWDO/ DSWD FO-RSPU to provide one (1) copy of the Social Pension Application Form to the indigent senior citizen applicant.</p> <p><i>*no application is processed in the DSWD CO-OPU. All applications will be endorsed to the DSWD FO-RSPU.</i></p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPLICATION AND PRESENTATION OF NECESSARY DOCUMENTARY REQUIREMENTS OF THE INDIGENT SENIOR CITIZEN TO THE SOCIAL PENSION PROGRAM <i>*The same client steps shall be applied to indigent senior citizens re-applying to the program due to possible previous removal or inactivity to the social pension.</i>				
A. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH EITHER OF THE FOLLOWING OFFICES LOCATED AT THEIR CITY/ MUNICIPALITY <ol style="list-style-type: none"> Barangay Senior Citizens Association (BSCA) Office for Senior Citizens Affairs (OSCA) Local Social Welfare and Development Office (LSWDO) <p><i>*As recommended, the LGU processes shall be excluded from this citizens' charter thus the LGUs shall prepare a Citizens' Charter to ensure accountability and responsiveness between the DSWD and LGUs. Nonetheless, it must be noted that SocPen application processing through the BSCA/OSCA/LSWDO is the most utilized service modality in the regions.</i></p>				

B. INDIGENT SENIOR CITIZEN APPLIES FOR SOC PEN THROUGH THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE - NCR				
1. The indigent senior citizen applicant goes to the DSWD FO-NCR (SPPMO) to apply for his/ her possible inclusion in the Social Pension Program.	1.1 The SPPMO Staff is to provide a copy of the Social Pension Application Form to the Indigent Senior Citizens.	None	None	<i>Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office</i>
2. The indigent senior citizen applicant fills up and submits the accomplished Social Pension Program Application Form to the SPPMO	2.1 The SPPMO Staff shall assist the indigent senior citizen applicant in filling up the form and provide the necessary information to the senior citizen regarding his	None	30 minutes processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the SPPMO.	<i>Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office</i>
	2.1.1 The SPPMO Staff shall accept and verify the completeness of the accomplished application form together with one (1) original and/or photocopy of the OSCA ID or any valid government-issued ID indicating the birthdate of the senior citizen presented.			
	2.1.2 The SPPMO Staff shall notify and/or endorse the concerned LGUs for initial			

	<p>validation of applications such as confirmation of residence, etc. upon receipt of applications from walk-in clients.</p> <p>Note: The SPPMO Staff <i>may</i> provide one (1) photocopy of the received application form to the indigent senior citizen for record purposes.</p> <p><i>It is further recommended that the applicant presents his/her original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i></p>			
C. INDIGENT SENIOR CITIZEN GOES TO THE DSWD CENTRAL OFFICE - OLDER PERSONS UNIT TO SIGNIFY INTEREST IN APPLYING TO SOC PEN FOR ENDORSEMENT TO THE DSWD FO - NCR				
1. The indigent senior citizen applicant goes to the DSWD FO-NCR to signify interest in applying to the Social Pension Program as a possible beneficiary.	The DSWD FO-NCR - SPPMO receives and interviews the indigent senior citizen applicant through walk-in, phone-in, and email inquiries to get the following information for referral to the	None	<p>30 minutes processing time for the indigent senior citizen to complete his/her presentation of interest to apply to SocPen at the SPPMO.</p>	<p>Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office</p>

	<p>appropriate Field Office:</p> <p>Name Age and Birthdate Address Contact Information Other pertinent details on the application</p> <p>Note: <i>There shall be no processing of program applications being done at the Central Office level.</i></p> <p><i>The RSPU shall conduct the necessary application procedures.</i></p> <p><i>All application requests received by the DSWD CO-OPU shall be officially communicated with the senior citizen's information to their respective DSWD FO-RSPU for action.</i></p> <p><i>It is further recommended that the applicant presents his/her</i></p>			
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	<i>original copy of OSCA ID and/or any government-issued IDs for verification purposes.</i>			
II. THE INDIGENT SENIOR CITIZEN APPLICANTS WILL BE SUBJECTED FOR VALIDATION AND ASSESSMENT BASED ON THE PROGRAM CRITERIA				
2. The indigent senior citizen applicant undergoes validation and assessment to determine if he/she is eligible for the social pension.	<p>2.1. SPPMO Staff shall schedule and inform through a written letter and/or other tangible means of communication such as email/ text message, etc. the OSCA/ LSWDO on the conduct of validation and assessment based on either/or of the following received consolidated and certified list from the LSWDO/ walk-in applicants/ referrals from different stakeholders to the RSPU, as follows:</p> <p>List of potential beneficiaries - new applications List of potential beneficiaries - re-</p>	None	1 hour (maximum processing for the conduct of the interviews during validation per applicant)	<p>Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office</p> <p>Miriam C. Navarro SWO V – Chief, Protective Services Division</p>

	<p>application (if any) List of delisted and replacement beneficiaries for inclusion in the beneficiaries to be validated/ re-validated by the SPPMO.</p>			
	<p>2.2 The SPPMO Staff shall take the lead in the conduct of the validation of the indigent senior citizen applicants, validating the information provided, using the General Intake Sheet (GIS) to determine the eligibility to the program.</p>			
	<p>2.2.1 Assessment of the beneficiary will be written in the General Intake Sheet (GIS) or the Social Pension Beneficiary Update Form (SPBUF) and shall be the basis for the final list of beneficiaries to be encoded in the Social Pension</p>			

	<p>Information System (SPIS) and endorsed for cross-matching to the DSWD-OPU.</p> <p>2.2.2 The LSWDO shall also submit the list of delisted/ replacement SocPen beneficiaries for validation and assessment.</p> <p>Note: Validation and assessment of potential beneficiaries shall be done through an interview during the home visit.</p>			
III. THE SOCIAL PENSION BENEFICIARY IS NOTIFIED, GOES TO THE PAYOUT VENUE AND RECEIVES HIS/ HER STIPEND				
<p>3. The SocPen beneficiary is notified of his/ her qualification to the program.</p>	<p>3.1 The SPPMO Staff shall endorse to the OSCA/LSWDO the approved list of SocPen beneficiaries. The OSCA Head shall then notify the senior citizen through a written letter and/or other tangible means of communication such as email/ text message, etc. of his/her</p>			<p><i>Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office</i></p> <p><i>Miriam C. Navarro SWO V – Chief, Protective Services Division</i></p>

	inclusion as a beneficiary of the program.			
<p>4. Appear during the payout schedule</p> <p>Present the original and/or photocopy copy of his/her OSCA ID or any valid government-issued ID/federation ID indicating his/her date of birth.</p> <p>In cases of SocPen beneficiary who cannot personally appear at the payout venue, S/he may designate his/her authorized representative and shall present and submit the original and photocopy of the following requirements:</p> <p>A. Authorized representative's valid government-issued ID or any valid certificate such as birth certificate, etc.</p> <p>B. SocPen beneficiary's OSCA ID or any valid government-issued ID.</p> <p>Authorization/ certification letter from</p>	<p>4.1 The SPPMO/ Staff and/or the LGU shall conduct a brief orientation to the SocPen beneficiaries and/or their authorized representatives on the procedure of the program.</p> <p>4.1.1 The SPPMO shall ensure the completeness and authenticity of the presented requirements by the SocPen beneficiary before releasing the stipend.</p>	None	<p>12 hours</p> <p><i>*Maximum processing time a social pension beneficiary undergoes in a payout as it depends on the number of SocPen beneficiaries present at the payout to receive his/her stipend.</i></p> <p><i>** Please note that the payout for one barangay is a whole-day activity and may take up to 5 days for the whole LGU.</i></p>	<p>Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office</p> <p>Miriam C. Navarro SWO V – Chief, Protective Services Division</p>

the beneficiary indicating the name of the authorized representative and the reason/s of inability to personally claim his/her stipend at the time of the payout.				
IV. FILLING OUT OF THE CLIENT SATISFACTION MEASUREMENT FORM				
5. The SocPen beneficiary or his/her authorized representative shall accomplish the Client Satisfaction Measurement Form (CSMF) to rate the services provided by the DSWD. The accomplished CSMF shall be submitted to the SPPMO staff	5.1 The DSWD FO-RSPU Focal/ Staff to assist the SocPen beneficiary or his/her authorized representative in the accomplishment of the CSMF. 5.1.1 The SPPMO Staff shall ensure confidentiality and proper consolidation of the CSMF for subsequent submission to the ARTU as MOVs.	None	5 minutes	<i>Mr. Joel S. Pangilinan</i> <i>SWO III – Social Pension Program Management Office</i> <i>Miriam C. Navarro</i> <i>SWO V – Chief, Protective Services Division</i>
TOTAL		NONE	13 hours, 40 minutes	
<i>*Processing time depends on the number of beneficiaries per Barangay, per LGU, and the output capability of SDOs.</i>				

NOTE: This Citizens' Charter (CC) is limited to the DSWD processes involving the client - the indigent senior citizen applicant and the SocPen beneficiaries. The CC shall cover the following procedures, as follows: (1) application and presentation of documents of the indigent senior citizen, (2) participation of the indigent senior citizen in the validation and assessment, (3) notification and attendance of the SocPen beneficiary to the cash payout through the DSWD or LGUs under TOF, (4) Filling out of the CSMF of the SocPen Beneficiaries or his/her authorized representative.

Other DSWD processes not directly involving the client shall be separated and included in the program's Standard Operating Procedures. The processing of eligibility and release of cash advances of the social pension payment is a separate process being done by the DSWD Field Office in coordination with the concerned LGUs.

The SPISC is currently implementing two modes of payments, (a) Cash Payment through identified SDOs and (2) Transfer of funds to LGUs, hence, there may be differences in the turnaround/processing time. The SocPen Team needs staff augmentation from other programs/units for the conduct of simultaneous pay-outs considering the huge number of beneficiaries per region. It is further noted that the program has no plantilla personnel hence, the pay-out depends on the number of SDOs of other programs/units who are available to handle the social pension cash advances.

The Turnaround/ Processing time depends on the social pension beneficiary's capacity, availability of the DSWD Field Office identified SDOs, schedules of payout, number of social pension beneficiaries present at the conduct of the payout, and other geographical location/ logistical requirements as agreed upon by the FOs and LGUs.

44. Provision of Assistance to Person Living with HIV

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

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

Office or Division:	Community Based Services Section – Protective Services Division
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
One (1) valid identification card of the client/ person to be interviewed; <ul style="list-style-type: none"> PhilSys ID UMID ID, SSS/GSIS ID Phil health ID Driver's License PRC ID OWWA ID DOLE PAG-IBIG ID Voter's ID or Voter's Certification Postal ID Philippine Passport NBI Clearance 4PsID PWD ID Solo Parent ID City/Municipal ID Barangay ID 	Preferably issued by any government agencies such as but not limited to: <ul style="list-style-type: none"> Philippine Statistics Authority Social Security System/Government Service Insurance System Phil health Land Transportation Office Professional Regulation Commission Overseas Workers Welfare Administration Department of Labor and Employment Pag-IBIG Fund Commission on Election Post Office Department of Foreign Affairs National Bureau of Investigation Department of Social Welfare and Development Local Government Unit

<ul style="list-style-type: none"> • Police Clearance • (OSCA ID) • Or any ID preferably with validity date and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID card 	<ul style="list-style-type: none"> • Police Station • Office of Senior Citizen Affairs • Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or referral Letter or Accomplished DSWD Form Three (3)	Designated Treatment Hub/ HIV Primary Care Facility Local Government Unit
TRANSPORTATION ASSISTANCE	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	Police Station – Police Blotter; Hospitals or Clinis – Medical Abstract; Court – Court Order or Subpoena; and Civil Registry – Death Certificate
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. One (1) Original and/ or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of Physician	Medical records of the Hospital or Clinis or the Attending Physician
2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk	Statement of Account – Billing Office of the hospital Certificate of Balance and Promissory Note – Credit and Collection Office
3. One (1) original copy of Social Case Study Report or Case Summary	Registered Social Worker, whether from public or private practice, from any of the following: DSWD LSWDO NGO Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE	

1. One (1) Original and/ or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of Physician	Medical records of the Hospital or Clinic or the Attending Physician
2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds Php10,000, the following shall be required as additional documentary requirements.	
1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider
2. One (1) original copy of Social Case Study Report or Case Summary	Registered Social Worker, whether from public or private practice, from any of the following: DSWD LSWDO NGO Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	
1. One (1) Original and/ or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or Alagang issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of Physician	Medical records of the Hospital or Clinic or the Attending Physician
2. One (1) original copy of Social Case Study Report or Case Summary	Registered Social Worker, whether from public or private practice, from any of the following: DSWD LSWDO NGO Medical Social Service
If the amount of assistance being requested exceeds Php10,000, the following shall be required as additional documentary requirements.	

1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider
2. One (1) original copy of Social Case Study Report or Case Summary	Registered Social Worker, whether from public or private practice, from any of the following: DSWD LSWDO NGO Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	
1. One (1) original and/or one (1) Certified True Copy of Death Certificate or Certification from Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital
2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel
2. One (1) original and/ or Photocopy of Funeral Contract	City or Municipal Hall
EDUCATIONAL ASSISTANCE	
1. One (1) original and/ or photocopy or Validated School ID and Valid ID	School Registrar where the beneficiary is enrolled
1. One (1) original and/ or photocopy of any of the following: a. Enrollment Assessment Form; or b. Certificate of Enrollment; or c. Registration; or d. Statement of Account	School Registrar or concerned office where the beneficiary is enrolled
FOOD ASSISTANCE	
1. One (1) original and/ or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE <i>(depending on the circumstances)</i>	
<u>For Fire Victims</u> One (1) original and/ or photocopy of Police Report or Bureau of Fire Protection Report	Bureau of Fire / Philippine National Police
<u>For Distressed OFs</u> One (1) original and/ or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay	Overseas Workers Welfare Administration or Department of Migrant Workers

<u>For rescued Client</u> One (1) original and/ or photocopy of Certification from a Social Worker or Case manager from rescued clients		Local Social Welfare and Development Office or other social welfare agencies		
<u>For victims of Online Sexual Exploitation</u> One (1) original and/ or photocopy of Police Blotter and Social Worker's certification for the victims of online sexual exploitation of children		Hospital or clinic – medical certificate signed by the Registered Physician Police Station – Police Blotter		
<u>For Locally stranded individuals (LSI)</u> LSI without valid IDs – One (1) original and/ or photocopy of the Medical Certificate or the Travel Authority that will suffice and be accepted to prove his or her identity		Police Station – Police Blotter		
For all other incidents: 1. One (1) original and/ or photocopy of any of the following: - 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 or regulating agencies, as may be applicable such as but not limited to: - Police Report or Blotter, Spot report - Joint AFP-PNP Intelligence Committee (JAPIC) certificate - Certification of Death - Disaster Assistance Family Access Card (DAFAC); - Medical Legal Certification		Barangay Hall where the client is presently residing Police Station Armed Forces of the Philippines of Philippine National Police Office of the Civil Registry Local Disaster Risk Management Office of Local Government Unit Hospital or Clinic signed by the Licensed Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a queuing number	1.1 Provide client with queuing number	None	5 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment	None	40 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.1.1 Check the client's record to the existing database – e.g., Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months. If a client is eligible (based on frequency and. Or type of assistance last provided), the staff shall further assess documents presented. If a client is not eligible, the staff shall provide the reasons for non-eligibility and shall further provide further instruction/information.			
	2.1.2 Check the documents			

	<p>presented by the client</p> <p>If documents are complete and valid, the client will be advised to fill-out necessary forms and submit documents pertinent to their request.</p> <p>If supporting documents are incomplete and non-compliant provide a checklist.</p>			
	2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented			
3. Fill-out necessary fields in the prescribed forms	<p>3.1 Handout copies of prescribed forms to client</p> <p>3.1.1 Ask client to fill-out the necessary fields in the prescribed forms</p>	None	20 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
4. Submit accomplished forms and required documents. If necessary, attend	4.1 Collect the accomplished forms and documentary requirements from client	None	80 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section

interview for further clarification	4.1.1 Verify the submitted documents for veracity consistency, and authenticity			
	4.1.2 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs and or the referring agency			
	4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client			
	4.1.4 Preparation of vouchers and financial documents.			
	4.1.5 Forward the client's document to the Authorized Approving Officer			
	4.1.6 Compile the approved documents of the client			
5. Receive Assistance	5.1 Confirmation of Client's identify	None	15 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	5.1.1 Releasing of actual assistance to client			

	5.1.2 Releasing of actual assistance to client; If through outright cash, ask client to check the actual amount received If through Guarantee Letter, advise client to review the correctness of the personal information reflected in the document			
6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
	6.2 Collect accomplished Client Satisfaction Measurement Survey			
TOTAL	Cash Outright	NONE	3 days	
	Guarantee Letter		1 day	

45. 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. On 04 June 2022, the Republic Act 11861 (RA 11861) or the Expanded Solo Parents Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a "comprehensive package" of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

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 residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

Office or Division:	Community Based Services Section – Protective Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	REGISTERED SOLO PARENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Solo parent identification card of the client/ person to be interviewed		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. The DSWD Office Security Guard/ Public Assistance and Complaints Desk (PASCD) Officer shall direct the	None		<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>

	client to the Field Office (FO)/ Social Welfare and Development Team (SWADT) social worker or solo parent focal person			
2. Attend Interview or assessment of needs	2.1 FO/ SWADT social worker/ Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client	None	10 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.1.1 Interview the client and fill-out the general intake sheet and indicate recommendation based on assessed needs			
3. Attend psychological intervention, psychological first aid and/ or counselling	3.1 FO. SWADT social worker/ Focal Person shall provide psychological intervention, psychological first aid and/ or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.	None	30 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i> <i>Ms. Miriam C. Navarro SWO V – Chief, Protective Services Division</i>
	If no further assistance is to be provided, the client shall		5 minutes	

	<p>accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving</p> <p>3.1.1 FO/SWADT social worker/ Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance</p>			
<p>4. Preparation of referral/ endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD</p>	<p>4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.</p> <p>For AICS, FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID</p>	None	40 minutes	<p><i>Ms. Miriam C. Navarro SWO V – Chief, Protective Services Division</i></p> <p><i>Atty. Michael Joseph J. Lorico Regional Director FO-NCR</i></p>

	/ CIS / SWADT and fill-out the General Intake Sheet For livelihood assistance , FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance. For other agency/ies , FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.			
	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or COMbased Section Head / PSD Chief in SWADT.		2 days	
5. Receive the referral/ endorsement letter	5.1 Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	Ms. Miriam C. Navarro SWO V – Chief, Protective Services Division
TOTAL		NONE	2 working days, 1 hour, 30 minutes	

46. Provision of Assistance under the Recovery Reintegration Program for Trafficked Persons (RRPTP)

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

Office or Division:	Community Based Services Section		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking 3. Witnesses of cases of human trafficking 4. Communities with incidence of human trafficking		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Case Management			
1. Travel documents (for Repatriated TIP Victims) (1 photocopy)		Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)	
2. Valid ID (1 photocopy)			
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) (1 Original Copy and 1 Photocopy)		Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill)	
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		Barangay Hall (Barangay Certificate) Government Institutions	
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	Government Institutions
SKILLS TRAINING	
1. Official receipt from the training school (TESDA/ CHED accredited training school) (1 Original Copy and 1 Photocopy)	TESDA / accredited training school where the client is enrolled
2. Valid school ID	Government Institutions
FINANCIAL ASSISTANCE FOR EMPLOYMENT (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired	Employer of the client
2. Valid ID	Government Institutions
FINANCIAL ASSISTANCE FOR LIVELIHOOD	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment.	DSWD Field Offices
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	Government Institutions
4. Social Case Study Report	DSWD Field Office or Local Social Welfare and Development Office
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. Referral Letter from the Social Worker (1 Original and 1 Photocopy)	DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.

SUPPORT FOR VICTIM-SURVIVORS/ WITNESS AND TRANSPORTATION ASSISTANCE				
1. Valid ID		Government Institutions		
2. Social Case Study Report		DSWD Field Office or Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	2 hours	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	1.1.1 Provide Psychosocial Counseling			
	1.1.2 Conduct Assessment			
	If the Client needs Temporary Shelter refer to Residential Care Facility.			
	1.1.3 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.			
	1.1.4 Refer to the list of requirements.			
2. Submit Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.1.1 For the livelihood assistance, the RRPTP Social Worker will			

	forward the documents to Sustainable Livelihood Program for further assessment.			
	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)		7-15 days	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.		3 working days	<i>Mr. Arnel Bautista SWO III – Community Based Services Section</i>
	2.4 The Regional Director approves the provision of assistance to the victim-survivors of trafficking.		2 working days	<i>Atty. Michael Joseph J. Lorico Regional Director – FO NCR</i>
	2.5 Releasing of the assistance to client (Cash or Non-Cash)		2 working days	

3. Accomplish Client Satisfaction Measurement Survey (CSMS)		3.1 RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received	None	5 minutes	Mr. Arnel Bautista SWO III – Community Based Services Section
TOTAL	Total for Temporary Shelter		NONE	2 hours	
	Total for Livelihood Assistance			12 days	
	Total for other Assistance			5 days	

47. Provision of Centenarians Gifts to Centenarians

Republic Act No. 10868 or the Centenarians Act of 2016 gives due recognition to Filipino citizens, both in the Philippines and abroad, who reached the age of 100 years old. The Act mandated the Department to provide the centenarian benefit of Php100,000.00, Letter of Felicitation signed by the President of the Philippines for the living centenarians and Posthumous Plaque of Recognition to the deceased centenarians, at the national level

Office or Division:	Social Pension Program Management Office – Protective Services Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	All Filipino Citizens who reached the age of 100 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Living Centenarians: <i>(One original or one certified true copy)</i>			
Birth certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Philippine Passport		Department of Foreign Affairs (DFA)	
Identification cards		Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License; social security cards like the Government Service Insurance System (GSIS) and Social Security System (SSS); Professional Regulatory Commission (PRC) license; Philippine Postal; Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR	
Marriage Certificate		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Birth Certificates of children		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)	
Affidavit executed by at least two (2) disinterested persons		Lawyer (either public or private)	
Old School or Employment records		School or Employment agency	
Baptismal and/or Confirmation records		Parish church and other religious denomination	
Medical and/or Dental examination		Government / private doctors or dentist	
Other related documents		National Commission on Muslim Filipinos (NCMF) / National Commission on Indigenous People (NCIP); AFPSLAI, AMWSLAI, Veterans	
For Deceased Centenarians: <i>(One original or one certified true copy)</i>			

Death certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)			
Identification card of the nearest surviving relative	Office for Senior Citizens Affairs (OSCA); Land Transportation (LTO)-issued Driver's License, social security cards like the Government Service Insurance System (GSIS), and Social Security System (SSS), Professional Regulatory Commission (PRC) license, Philippine Postal, Commission on Elections (COMELEC); Philippine Identification System; Philhealth MDR			
Proof of Relationship <ul style="list-style-type: none">• Certificate of live birth of the nearest surviving relative• Marriage Certificate• Baptismal	Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) Parish church and other religious denomination			
Affidavit of Adjudication and/or Special Power of Attorney	Lawyer (either public or private)			
Warranty and Release from Liability	DSWD Field Offices			
<i>Documents stated in the living centenarians, shall also be required to be submitted by the nearest surviving relative of the deceased centenarians that will prove the deceased centenarians' age eligibility at the time RA 10868 took effect if any</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Centenarian and/or nearest surviving applicant submit the one (1) original or one (1) certified true copy of the necessary documentary requirements to the Office for Senior Citizens Affairs (OSCA)	1.1 The DSWD FO shall receive the master list of potential centenarians through the following: a. Submitted consolidated list from the Local Government Units through the OSCA	None	1 day	Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office

	b. Endorsement from legislators ; Office of the President, among others; c. Walk-in clients			
	1.2 The SPPMO shall conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative If assessed as eligible , the DSWD FO shall send a letter duly signed by the DSWD Regional Director citing the eligibility of the applicant. The LGU shall then inform the centenarian and/or nearest surviving relative applicant. If the documents submitted are incomplete and/or with	None	Desk validation: 3 working days Home validation: 15 working days 5 working days	<i>Mr. Joel S. Pangilinan</i> <i>SWO III – Social Pension Program Management Office</i>

	discrepancy , the DSWD FO shall inform and request the LGU to provide technical assistance to the centenarian and/or nearest surviving relative applicants to comply with the additional requirements and/or reconcile the documents with discrepancies.			
2. Centenarian and/or nearest surviving relative receive the centenarian benefit	2.1. The DSWD FO shall facilitate the preparation of documents such as disbursement voucher, obligation request, payroll, etc. corresponding to the number of eligible centenarians to be awarded.	None	5 working days	Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office
	2.2. The DSWD FO shall prepare a notification letter to the LGU duly signed by the Regional Director citing the scheduled payout to the eligible centenarians and/or nearest surviving relative.	None	3 working days	

	<p>2.3. The DSWD FO shall release the centenarian benefit to the eligible centenarian and/or nearest surviving relative in the following mode:</p> <p>Cash: House-to-house delivery and/or plaza type by the FO-Special Disbursing Officer together with the Centenarian focal person</p> <p>Cheque: Deposit in the existing savings or current account or deliver through house-to-house and/or plaza type</p>			
3. Centenarian and/or nearest surviving relative shall fill-out the Client Satisfaction Measurement Form	3.1. The DSWD FO shall consolidate the filled-out Client Satisfaction Measurement Form for subsequent submission to DSWD FO CART focal person	None	5 minutes	Mr. Joel S. Pangilinan SWO III – Social Pension Program Management Office
TOTAL		None	52 days, 5 minutes	

48. 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 is traveling abroad alone or with someone other than their biological parents.

Office or Division:	Minors Travelling Abroad Section – Protective Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Filipino Minors Traveling Abroad
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Minors Traveling Alone to a Foreign Country for the First Time	
1. Duly accomplished Application Form (1 Original Copy or Electronic Copy)	DSWD Field Office NCR or download form at www.ncr.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, in the absence of the biological parent/s or an appointed legal guardian (1 Original Copy)	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor (1 Original and 1 Photocopy)	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, or PSA issued CENOMAR for non-marital minors on SECPA (1 Original and 1 Photocopy)	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. Notarized Affidavit Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parents resides/ Philippine Embassy (if minors parent/s are abroad)
6. 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. (2 pcs.)	Applicant
7. Notarized Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g.,	Applicant or Sponsoring Person/Agency

Certificate of Employment, Latest Income Tax Return, Bank Statement, etc.) (1 Original)	
8. PSA issued Death Certificate (for deceased parent/s) on SECPA (1 Original and 1 Photocopy)	Applicant
9. Unaccompanied Minor Certificate from the Airlines (if available)	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 (1 Original Copy or Electronic Copy)	DSWD Field Office NCR or download form at www.ncr.dswd.gov.ph
2. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	Law Office and Notarized at the place where the parents resides/ Philippine Embassy (if minor's parent/s are abroad)
3. Original copy of the previous Travel Clearance issued	Applicant
4. 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. (2 pcs.)	Applicant
5. Unaccompanied Minor Certificate from the Airline (if available)	Airline Company where ticket is obtained
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 (1 Original Copy or Electronic Copy)	DSWD Field Office NCR or download form at www.ncr.dswd.gov.ph
2. PSA issued birth certificate of the minor (1 Original and 1 Photocopy)	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is	Law Office and Notarized at the place where the parent/s resides/Philippine Embassy (if minors parent/s are abroad)

applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	
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 Barangay or religious leader; or PSA issued CENOMAR for non-marital minors on SECPA; (1 Original and 1 Photocopy)	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
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 valid 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 (1 Original Copy or Electronic Copy)	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	Applicant
3. Notarized Affidavit of Consent or Written Consent of both parents/ legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad. (1 Original)	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 valid passport of the traveling companion.	Minor's traveling companion
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	School, Sports Agency, or Sponsoring Organization
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	School, Sports Agency, or Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor (1 Original Copy)	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country (if applicable)	
3. Letter from the Sponsor (if applicable)	Sponsor Person
<i>Minors going Abroad with pending petition for Inter-Country or Domestic Adoption</i>	
1. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
3. Notarized Affidavit of Undertaking from the Prospective Adoptive Parent/s (1 Original)	Applicant
4. Court Order (for those with Pending Court Petition)	RTC who has jurisdiction over the case
5. Placement Authority issued by NACC-RACCO	National Authority for Child Care (NACC)
<i>Minors under Foster Care</i>	
1. Notarized Affidavit of Undertaking by the Foster Parent/s	Foster Parent/s
2. Consent to Travel issued by NACC-RACCO	National Authority for Child Care (NACC)
<i>Minors Under Legal Guardianship who will be unaccompanied by their Legal Guardian</i>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<i>For Minors whose parents are Seafarers</i>	
1. Certification from the Manning Agency attesting that the parent/s is on board employment (1 Original or 1 Electronic Copy)	Applicant

2. Seaman’s Book of Parent/s (1 Photocopy)		Applicant		
3. Parent/s Written Consent (1 Electronic Copy)		Applicant		
For Minors with alleged missing parent/s				
1. Social Case Study Report from the LSWDO where the alleged missing parent’s last known address (1 Original)		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 (1 Original)		Local Police or Barangay of the alleged missing parent/s last known address		
3. Returned registered mail to the last known address of the alleged missing parent/s known address (1 Original, if available)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register information in MTA client's logbook	1.1 Issuance of Service Sequence Number	None	5 minutes	Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section
	1.2 Encoding of the client’s information in online Spreadsheet			
2. Fill out and Submit Accomplished Application Form and Documentary Requirements for Screening	2.1 Accept and review the accomplished MTA application form and the authenticity of the presented documentary requirements If the documents are complete, assigns control number on the application form	None	10 minutes	Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section

	If the documents are incomplete, request the client to comply with the lacking documents.			
	2.2 Conduct interview and prepare assessment of the application.	None	30 minutes	<i>Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section</i>
	2.2.1 Review and approval of the supervisor of the assessment report.			
	2.3 Approve/ Disapprove the application If approved, fill-out the payment slip and order of payment and advise the applicant to proceed to the cashier for payment. If disapproved, provide the client with a written explanation stating the reasons of the disapproval If exempted, prepare the Certificate of Exemption for Approval of the Regional Director	None	5 minutes	<i>Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section</i>
	2.4 Notify the DFA, BI, DSWD-	None	5 minutes	<i>Ms. Eden N. Llamanzares</i>

	CO on the list of Approved and Disapproved Travel Clearance Applications			<i>SWO III – Minors Travelling Abroad Section</i>
3. Pay the prescribed amount and receives the Official Receipt	3.1 Receive the Order of Payment	Php 300.00 for 1 year validity	5 minutes	<i>Cashier – Finance Management Division</i>
	3.2 Issue Official Receipt to the Applicant on the Payment Received	Php 600.00 for 2 years validity	5 minutes	
4. Present the Official Receipt and Receives the issued Travel Clearance	4.1 Receive the official receipt	None	30 minutes	<i>Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section</i>
	4.1.1 Encode the details of the applicant in the Travel Clearance			<i>Mr. Bienvenido Barboza ARD for Operations – Field Office NCR</i>
	4.1.2 Sign the Travel Clearance			<i>Atty. Michael Joseph J. Lorico Regional Director – Field Office NCR</i>
	4.1.3 Release the travel clearance/ certificate of exemption including the official receipt			
5. Receive the Travel Clearance/Certificate of Exemption and Signs the Logbook	5.1 Issuance of Claim stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)	None	5 minutes	<i>Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section</i>
	5.1.1 Ask the client to sign the Log Book for the Travel Clearance Certificate			

6. Accomplish and submit the Client Satisfaction Measurement Form (CSMF)	6.1 Receive the Filled up CSMF Form	None	5 minutes	Ms. Eden N. Llamanzares SWO III – Minors Travelling Abroad Section
TOTAL	For 1 year validity	Php300,000	1 hour, 40 minutes	
	For 2 years validity	Php600,000		

GENERAL ADMINISTRATIVE SERVICES DIVISION

NON-FRONTLINE SERVICES

1. Facilitation of Request for Relief from Property Accountability from Commission on Audit

To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her. accountability

Office or Division:	Property and Supply Section - GASD			
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		
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).		From PSAMD Office through PREMIS		
2. One (1) original copy of duly notarized Affidavit of Loss		To be prepared by the client without any prescribed format		
3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.				
4. One (1) original copy of Police Report				
5. One (1) original copy Comments of the Head Cluster				
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.				
7. One (1) original copy of Inspection Report of Damaged Property.				
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		From Property and Supply Section - GASD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processing of Request for Relief				

1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned.	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section
	2.1 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLSDD SP.	None	2 hours	Mr. Louel A. Soliva AO V – Property and Supply Section
	2.1.2 If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s.			
	2.1.3 If complete, proceed to the next step			
Processing of Request for Relief				

1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office, Bureaus, and Services (HOBS) / Head of Offices, Divisions, and Sections (HODS) concerned	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 minutes	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
	1.2 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLSDD SP.	None	2 hours	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
	1.3 If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s. The Memorandum shall be signed by the Administrative Service Director/ Administrative Division Chief			

	1.4 If complete, proceed to the next step			
	1.5 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Undersecretary for GASSG/Regional Director	None	5 days	Mr. Louel A. Soliva AO V – Property and Supply Section
	1.6 The Administrative Service Director and Head/ Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;			Mr. Louel A. Soliva AO V – Property and Supply Section
	1.7 The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements			Mr. Louel A. Soliva AO V – Property and Supply Section
	1.8 Property personnel shall submit the original			

	copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.			
Provision of Technical Assistance upon Receipt of COA Decision				
1. Forward copy of COA decision on the request for relief from property accountability	1.1 Property personnel will receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability	None	5 minutes	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
	1.2 The property personnel shall review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:			
	If Relief is Granted 1.2.1 Prepare Memorandum to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Director/ Administrative Division Chief in Field Office, copy	None	3 days	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>

	furnished the Accountable Officer through the HOBS/HODS.			
	1.2.2 Update records/PREMIS			
	If Relief is Denied			
	1.2.3 Property personnel will prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.			
	1.3 Replacement Accountable Officer to submit to Property Office through a memorandum the details of the proposed item/s with same or higher specifications as replacement to the lost property			
	1.4 Payment – Accountable Officer to settle/pay the “money value” of the lost property based on the			

	existing COA accounting rules and guidelines			
2. For Replacement	2.1 Inspect/ Validate the offered replacement item/s If Non-Compliant Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements If Compliant Proceed to next step	None	4 hours	<i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i>
	2.2 Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall: a. Accept replacement unit upon concurrence of COA Representative b. Prepare necessary documentation/up date record in PREMIS c. Prepare Memorandum to Finance and Management Service (FMS)/Finance			

	and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts			
3. For Reimbursement Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the lost property in accordance with the approved recommendation Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the property records	3.1 The accountable officer, through the assistance of property personnel, shall secure from the Accounting Division/Section an Order of Payment and pay to the Cash Division/Section the Money Value of the lost property in accordance with the approved recommendation. 3.2 Upon completion of the process, the Property Personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback form	None	5 minutes	<i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i>
TOTAL	For Replacement For Reimbursement	NONE	3 days, 8 hours, 10 minutes 3 days, 2 hours, 10 minutes	

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

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

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Memorandum signed by the Regional Director/Head of OBSU with attached RLSDDP to COA	1.1 Record the request in the logbook. Forward request to AS-GASD CAO	None	5 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section
	1.2 Review the Request and RLSDDP		5 minutes	Mr. Kharl T. Aman Chief Administrative Officer - GASD
	1.3 Assign the request to concerned Technical Staff		2 hours	Mr. Louel A. Soliva AO V – Property and Supply Section
	1.4 Review the Request.			

	<p>If not complete - Return to Accountable Officer for Compliance</p> <p>If complete – Prepare Memorandum on the recommendation 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>2.1 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> <p>If compliant – Update record in PREMIS</p> <p>Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.</p>			
TOTAL		NONE	3 hours, 10 minutes	

3. Issuance of Sticker Pass

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

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

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

	expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person			
	1.2 Generate in PREMIS portable equipment sticker pass/PESP 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	2.1 Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP/PPESP	None	30 minutes	<i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i>
	2.1.1 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		NONE	1 hour	

4. Procurement under Agency to Agency

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

Office or Division:	Procurement Section and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
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 		<p>End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3rd Floor, Room 301, FO-NCR Old Building</p>

<ul style="list-style-type: none"> The Servicing Agency has the mandate to deliver the goods and services required to be procured or to undertake the infrastructure project or consultancy required by the Procuring Entity Servicing Agency has the absorptive capacity to undertake the project Servicing Agency owns or has access to the necessary tools and equipment required for the project Sub-contracting is not allowed. However, the servicing agency may implement the infrastructure projects in-house, by job-order, or through the pakyaw contracting system <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>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR to the Receiving Staff located at BAC Secretariat	1.1 BAC Secretariat receives, records the approved Purchase Request (PR) with proper signatories in consonance with existing guidelines with complete supporting documents, and encoding in the Procurement Monitoring Tools (PMT). BAC Secretariat checks the inclusion of the	None	3 calendar days	Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section

	<p>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 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</p>			
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	addressed to the End User (D/P/S/U/ CRCFs) concerned, signed by the OIC of Procurement Section for further compliance. 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			
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) PS-CMU prepares and facilitate the issuance of MPU/PO/Contract. 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	None	3 calendar days	Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section

	<p>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 Focal (Counterpart) shall facilitate the signing of the PO/Contract, notifies and serves immediately to the</p>	Not Applicable	Three (3) working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	service provider/other agency.			
3. Submit Sales Invoice, Billing Statement or Statement of Accounts Preparation and Signing of Disbursement Vouchers	3.1 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).	None	Three (3) working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>
TOTAL		NONE	12 days	

5. Procurement Under Direct Contracting

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

Office or Division:	Procurement Section and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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 		<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>Contracting and prove that there is no suitable substitute in the market</p> <ul style="list-style-type: none"> • 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>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR to the Receiving Staff located at BAC Secretariat	<p>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</p>	None	3 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat &</i> <i>Procurement Section</i></p>

	<p>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 approved TOR and/or supporting documents.</p>			
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	<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</p>		<p>3 calendar days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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. 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>		3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></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 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</p>			
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	<p>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 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>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat &</i> <i>Procurement Section</i></p>

	<p>Upon receipt of the complete documents, e.g., CTC of the BAC Resolution, PR and other relevant document from the BAC Secretariat, the PS – CMU receiving staff updates the PMT and hand it over to the PS -CMU Head for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
3. Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>3.1 Supply and Delivery of Goods</p> <p>For the delivery of goods, the PS-CMU/</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>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>			
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<p>4. Preparation and Signing of Disbursement Vouchers</p>	<p>4.1 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 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>	<p>None</p>	<p>3 working days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
TOTAL		NONE	25 days	

6. 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 and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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>		End-user Unit (D/P/S/U/CRCFs) submit to BAC Secretariat located at the 3 rd Floor, Room 301, FO-NCR Old Building

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.

Direct purchase must be made from any available retailers, dealers or gas stations at retail pump price.

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 ACTIONS	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</p>	None	3 working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	<p>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</p>			
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	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> <p>The PS-Officer/Buyer shall facilitate the review 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>	None	1 calendar day	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>
	1.3 Preparation of BAC Resolution and Issuance of	None	10 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>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 the required POL products and airline tickets at retail pump price or at the most reasonable retail</p>			
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	<p>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</p>			
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	<p>Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec Procurement Officer serves it at once to the awarded supplier and/or service provider. The BAC Secretariat Staff shall then endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC Sec receiving officer for the updating of PMT and afterwards endorse to Procurement Section – Contract Monitoring Unit (PS-CMU) for preparation of Memorandum of Understanding/Agreement (MOU/A).</p>			
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2. Prepare the ORS and have the PO signed by the HoPE	2.1 End-User Unit (D/P/S/U/CRCFs) Concerned for preparation Obligation Request and Status (ORS) The End user unit/s (D/P/S/U/CRCFs) facilitate the issuance Memorandum of Understanding/Agreement (MOU/A) and the preparation, signing of Obligation Request and Status (OBRS)	None	3 working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>
	2.2 Receipt of the funded Memorandum of Understanding/Agreement (MOU/A) Upon receipt of the duly funded MOU/A, the End User Unit/s (D/P/S/U/CRCFs) shall facilitate the signing of MOU/A notifies and serves immediately to the supplier and/or service provider.	None	3 working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>
3. Submit Sales Invoice, Billing Statement or Statement of Accounts	3.1 Contract Implementation End User Unit/s (D/P/S/U/CRCFs)	None		<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	shall monitor the implementation of the project. The issuance of certification of services rendered shall be issued by the end-user unit (D/P/S/U/CRCFs) in accordance with the approved TOR which shall be basis for preparation of Disbursement Voucher (DV) for processing of payment.			
4. Preparation and Signing of Disbursement Vouchers	4.1 Preparation of Disbursement Voucher (DV) for Payment (<i>GAM Vo. II/Appendix 32 Instructions</i>) Upon receipt of the Billing/Statement of Account, and other supporting documents, the end-user unit shall prepare. It shall then endorse to Head (D/P/S/U/CRCFs), concerned for signature and for processing and facilitation of payment to the supplier/service provider.	None	3 working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>
TOTAL		NONE	23 days	

7. Procurement under Emergency Cases

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

Office or Division:	Procurement Section and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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:</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>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 When the reason or cause for the emergency has already been abated, adoption of competitive bidding shall be considered When the ground is based on imminent danger to life during a state of calamity, there must be a declaration by a competent authority of a state of calamity before any procurement activity may be undertaken</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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 Procurement	None	3 working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	<p>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 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</p>			
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	<p>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</p>	None	1 calendar day	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>supporting documents.</p> <p>Otherwise the PS-Officer/Buyer shall prepare a PR-Action Slip addressed to the End User (D/P/S/U/CRCFs) concerned, signed by the OIC of Procurement Section for further compliance.</p> <p>He/She then 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</p>			
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	<p>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 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</p>			
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	<p>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 capable to deliver the goods.</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution recommending</p>	None	10 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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</p>			
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	consultant. The BAC Secretariat Staff shall endorse the approved BAC Resolution with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to PS – CMU for the preparation of Purchase Order/Contract.			
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</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat &</i> <i>Procurement Section</i></p>

	<p>receiving staff updates the PMT and hand it over to the CMU Head for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing</p>			
	<p>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</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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>			
3. Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>3.1 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,</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>ensure availability of warehouse space, and prepare the Request for inspection (RFI) addressed to its respective Inspection Committee.</p> <p>The Inspection Committee shall inspect and examine compliance to the technical specification the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to Procurement Section – 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>4.1 Preparation of Disbursement Voucher (DV) for Payment (<i>GAM Vo. II/Appendix 32 Instructions</i>)</p> <p>Upon receipt of the Inspection</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>Report, Delivery Receipt/ Sales invoice/Billing/ Statement of Account, and other supporting documents, the PS -CMU shall update the Procurement Monitoring Tools (PMT) and endorse the documents to the end user unit for the preparation of voucher, processing and facilitation of payment to the supplier/ consultant.</p> <p>For CRCF their respective Procurement Focal shall then prepare the voucher and facilitate the payment to the supplier/ consultant.</p>			
TOTAL		NONE	28 days	

8. Procurement under Highly Technical Consultant

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

Office or Division:	Procurement Section and BAC Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit the PR to the Receiving Staff located at BAC Secretariat</p>	<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>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</p>	<p>None</p>	<p>3 calendar days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
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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).</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>			
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	<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</p>	None	1 calendar day	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	award of contract to the identified supplier.			
	<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/propos als - 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</p>	None	10 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>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</p>			
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	<p>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 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</p>			
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	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 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 Obligation Request and Status (ORS).</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></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>3.1 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),</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	processing and facilitation of payment to the supplier by the End User. For CRCF, their respective Procurement Focal (counterpart) shall then prepare the voucher and facilitate the payment to the supplier/contractor .			
TOTAL		NONE	20 days	

9. 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 and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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</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>

more efficient and economical to the government.

Conditions for Lease of Real Property and Venue:

The End-User shall prepare a Cost-Benefit Analysis indicating leasing privately-owned real property or venue is more efficient and economical

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

Technical Specifications shall be prepared taking into consideration the Rating Factors under Appendix B of 2016 Revised IRR of RA 9184.

The Procurement Section shall invite at least three (3) prospective lessors/venues within the vicinity of the selected location to submit sealed price quotations for real-property and open price quotations for venue.

Receipt of at least one (1) quotation is sufficient to proceed with the evaluation.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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	None	3 calendar days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	<p>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 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. If found in order:</p> <p>For PR receipt from FO offices</p>			
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	<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>			
	1.2 Approved PR received	None	1 calendar day	Mr. Roy V. Barber

	<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><i>SWO III, BAC Secretariat & Procurement Section</i></p>
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	<p>The PS-Officer/Buyer, thereafter, endorses to the BAC through its Secretariat, a transmittal memorandum requesting for BAC Resolution recommending the adoption of Lease of Venue and award of contract to the legally, technically and financially capable service provider/contractor.</p> <p>Upon receipt of the price quotations/proposal, BAC Sec Staff shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD FO NCR who will examine and evaluate the submitted documents, and determine their compliance to the minimum technical specifications set by the End User Unit/s, and</p>			
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	recommend to the BAC their findings.			
	<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 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</p>	None	10 calendars day	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>documents, e.g., AOC, PR, and other relevant document from the BAC Secretariat, the PS-CMU receiving staff updates the PMT and hand it over to the PS-CMU Head for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement officer/focal (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
	<p>2.2 Receipt of the funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS – CMU shall</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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>			
3. Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>3.1 Contract Implementation</p> <p>The End User Unit/s shall monitor the implementation of the project. The issuance of certification of service rendered shall be issued by the end user unit which shall be the basis for the preparation of Disbursement Voucher for processing of payment</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
4. Preparation and Signing of Disbursement Vouchers	<p>4.1 Preparation of Disbursement Voucher (DV) for Payment (GAM Vo. II/Appendix 32 Instructions)</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</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>			
TOTAL		NONE	26 days	

10. 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 and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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</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

No splitting of contracts, requisition and Purchase Orders Availed of within 6 months from the date of the NTP arising from the original contract, provided that there has been a partial delivery, inspection and acceptance of the goods within the same period Not to exceed 25% of the quantity of each item in the original contract Original contract awarded through competitive bidding The goods under the original contract must be quantifiable, divisible and consisting of at least four (4) units per item				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Procurement Monitoring Tools. BAC Secretariat checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement receiving staff.	None	3 calendar days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	<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 Receiving Staff to update the PMT. Otherwise the Procurement Officer/Buyer shall prepare a PR- Action Slip</p>			
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	<p>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</p>	None	3 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	Repeat Order as the mode of procurement and award of contract to the previously awarded supplier and/or service provider.			
	<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-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</p>	None	10 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>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 it at once to the awarded supplier or contractor. The BAC Secretariat Staff shall endorse the approved BAC</p>			
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	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.			
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 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-</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat &</i> <i>Procurement Section</i></p>

	<p>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 shall facilitate the signing of the PO/Contract, notifies and serves immediately to the supplier, or contractor.</p>			
3. Submit Sales Invoice, Billing Statement or	3.1 Supply and Delivery of Goods For the delivery of goods, the PS –	None	3 working days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

Statement of Accounts	<p>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>			
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<p>4. Preparation and Signing of Disbursement Vouchers</p>	<p>4.1 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>	<p>None</p>	<p>3 working days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
TOTAL		NONE	28 days	

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

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

Office or Division:	Procurement Section and BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business
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,</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>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: The construction or installation of an infrastructure facility where the material, equipment, or technology under a proprietary right can only be obtained from the same contractor The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms The study should confirm that the supplier, contractor or consultant could undertake the project at more advantageous terms</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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 Procurement	None	3 calendar days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	<p>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 Terms of Reference (TOR).</p> <p>If found in order, the PS-Officer/Buyer affixes his/her</p>			
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	<p>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. 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>			
	1.2 Approved PR received	None	1 calendar day	Mr. Roy V. Barber

	<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> <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>			SWO III, BAC Secretariat & Procurement Section
	1.3 Preparation of BAC Resolution and Issuance of	None	10 calendar days	Mr. Roy V. Barber

	<p>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 will examine and evaluate the submitted</p>			<p><i>SWO III, BAC Secretariat & Procurement Section</i></p>
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	<p>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</p>			
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	<p>award of contract to consultant. The Notice of Award (NOA) is also prepared. The BAC Resolution shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>Upon receipt of the duly signed NOA, the BAC Sec. Staff serve it at once to the awarded service supplier or contractor. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete supporting documents to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards</p>			
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	endorse to Procurement Section – Contract Monitoring Unit (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 (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</p>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>for the preparation and signing of Obligation Request and Status (ORS).</p> <p>However, for purchase request coming from Centers and Residential Care Facilities (CRCF), the concerned CRCF procurement focal (counterpart) shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
	<p>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>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

<p>3. Submit Sales Invoice, Billing Statement or Statement of Accounts</p> <p>Preparation and Signing of Disbursement Vouchers</p>	<p>3.1 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	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
TOTAL		NONE	23 days	

12. 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 and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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</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>

repair and maintenance of equipment and furniture, as well as trucking, hauling and related or analogous services.

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 one (1) RFQ will suffice.

Posting of the RFQ may be dispensed with Conditions for Shopping under Section 52.1 (b):

Procurement of ordinary or regular office supplies and equipment not available in PS-DBM

The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and at least three (3) price quotations must be obtained.

The deadline for submission may be extended thrice, 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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	None	3 calendar days	Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section

	<p>Purchase Request (PR) with proper signatories in consonance with existing guidelines and with complete supporting documents, and encoding in the Procurement Monitoring Tools.</p> <p>BAC Sec checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement receiving staff.</p> <p>Procurement Section (PS)- PR Receiving Staff encode the PR in the Procurement Monitoring Tools (Excel Spread Sheets) and endorses the PR to the Procurement Officer/Buyer (since FO NCR has only identified buyer) for the thoroughly review of the technical specifications, which must be in accordance to the approved project proposal/approved Terms of</p>			
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	<p>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</p>			
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	by the OIC of Procurement Section for further compliance.			
	<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>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</p>	None	1 calendar day	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat &</i> <i>Procurement Section</i></p>

	<p>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</p>	None	3 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
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	<p>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>			
	<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</p>	None	7 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>Shopping modality and award of contract to the supplier/service provider/contractor and consultant with Lowest Calculated and Responsive Quotations. The AOC/AOQ shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually 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</p>			
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	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 Obligation Request and Status (ORS)</p> <p>PS-CMU prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., certified true copies of the AOC/AOQ, PR, and other relevant document from the BAC Secretariat, the PS-CMU receiving staff updates the PMT 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>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></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 focal for the facilitation of the same.</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
3. Submit Sales Invoice, Billing Statement or Statement of Accounts	<p>3.1 Supply and Delivery of Goods</p> <p>For the delivery of goods, the PS – CMU/Procurement Focal Staff (CRCF) must</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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>			
TOTAL		NONE	23 days	

13. Procurement under Small Value Procurement

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

Office or Division:	Procurement Section and BAC Secretariat
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business
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.</u></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>

<u>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</u> than PhP50,000.00.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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 Procurement Monitoring Tools (PMT). BAC Sec checks the inclusion of the procurement projects in the PPMP/APP and endorse to the Procurement receiving staff. Procurement Section (PS)-	None	3 calendar days	<i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i>

	<p>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 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>			
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	<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>	None	1 calendar day	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat &</i> <i>Procurement Section</i></p>

	<p>Once approved and signed, the PS- Receiving Staff thereafter endorses to the BAC, through its Secretariat a transmittal memorandum requesting for the BAC to proceed with the posting at PhilGEPS, DSWD Website and conspicuous 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</p>	<p>None</p>	<p>3 calendar days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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 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</p>			
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	<p>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>			
	<p>1.4 Preparation of Abstract of Canvass (AOC/AOQ)/BAC Resolution and Issuance of Notice of Award (NOA)</p> <p>The BAC Secretariat Staff shall then prepare the BAC Resolution</p>	None	7 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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 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>			
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	<p>Upon receipt of the duly signed NOA, the BAC Sec. Staff serve it at once to the awarded supplier, service provider, contractor and consultant. The BAC Secretariat Staff shall endorse the approved BAC Resolution (CTC) with complete document to BAC receiving staff for updating of the Procurement Monitoring Tools and afterwards endorse to Procurement Section– Contract Monitoring Unit (PS-CMU) for the preparation of Purchase Order.</p>			
<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 of Obligation Request Status (ORS)</p> <p>PS-CMU prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete</p>	<p>None</p>	<p>3 working days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>documents, e.g., certified true copies of the BAC Resolution, PR, and other relevant document from the BAC Secretariat, the PS – CMU receiving staff updates the PMT and hand it over to the PS-CMU - Unit Head for review, preparation of executive summary, and endorse to the end-user concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and ORS and facilitate the processing.</p>			
	<p>2.2 Receipt of the Funded PO/Contract</p> <p>Upon receipt of the duly funded PO/Contract, the PS – CMU shall</p>	None	3 working days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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>			
	<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>	None	3 working days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></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>			
<p>3. Submit Sales Invoice, Billing Statement or Statement of Accounts</p>	<p>3.1 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>	<p>None</p>	<p>As indicated in the approved TOR</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

<p>4. Preparation and Signing of Disbursement Vouchers</p>	<p>4.1 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 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>	<p>None</p>	<p>3 working days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
TOTAL		NONE	26 days	

14. 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 and BAC Secretariat	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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</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>Mandatory review of the Terms, conditions and specifications, and ABC, which may be adjusted up to 20% of ABC for the last failed bidding</p> <p>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>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR to the Receiving Staff located at BAC Secretariat	<p>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</p>	None	3 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>

	<p>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 Slip</p>			
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	<p>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</p>	None	1 calendar day	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>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> <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</p>			
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	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>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</p>	None	3 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>previous biddings for the project, for negotiation to ensure effective competition. This notwithstanding, those who responded through any of the required postings shall be allowed to participate. Even if only one (1) bidder should respond to such invitation or posting, the BAC shall proceed with the negotiation subject to the rules prescribed.</p> <p>Any requirements, guidelines, documents, clarifications, or other information 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</p>			
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	<p>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. 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</p>			
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	<p>the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of RA No. 9184 and its 2016 IRR.</p> <p>BAC Secretariat shall then proceed the creation of Technical Working Group (TWG) from the pool of technical experts of the DSWD-CO who will examine and evaluate the submitted documents (best and final offer and post qualification documents, and determine their compliance to the minimum technical specifications set by the end user unit/s (D/P/S/U/CRCFs), and recommend to BAC their findings.</p>			
	<p>1.4 Preparation BAC Resolution and Issuance of Notice of Award (NOA) The BAC Secretariat shall</p>	None	7 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>then prepare the BAC Resolution recommending adoption of the Negotiated Procurement – Two Failed Bidding and award of contract to the supplier / service provider/ contractor and consultant with Lowest Calculated/ Highest Rated Responsive Bidder. Likewise, the Notice of Award (NOA) is also prepared in cases of infrastructure projects/ consulting services. The BAC Resolution and the NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p>			
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	<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>	None	3 calendar days	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

	<p>Procurement Section – Contract Monitoring Unit (PS-CMU) prepares and facilitate the issuance of PO/Contract.</p> <p>Upon receipt of the complete documents, e.g., CTC of the BAC Resolution, PR and other relevant document from the BAC Secretariat, the PS – CMU receiving staff updates the PMT and hand it over to the PS-CMU Head for review, preparation of executive summary, and endorse to the End-User concerned the entire documents for the preparation and signing of ORS.</p> <p>However, for purchase request coming from CRCF, the concerned CRCF procurement focal shall prepare the necessary PO/Contract and</p>			
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	ORS and facilitate the processing.			
	<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	3 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></p>
	<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 inspection (RFI) addressed to its respective Inspection Committee (IC).</p>	None	3 calendar days	<p><i>Mr. Roy V. Barber</i> <i>SWO III, BAC</i> <i>Secretariat & Procurement Section</i></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>			
<p>3. Submit Sales Invoice, Billing Statement or Statement of Accounts</p>	<p>3.1 Contract Implementation - End User unit/s shall monitor the implementation of the project. The issuance of certificate of services rendered shall be issued by the end user unit in accordance with the approved TOR in reference with the schedule of payment which shall be basis for the preparation of Disbursement Voucher (DV) for processing of payment.</p>	<p>None</p>	<p>As indicated in the approved TOR</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>

<p>4. Preparation and Signing of Disbursement Vouchers</p>	<p>4.1 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 shall then prepare the voucher and facilitate the payment to the supplier/ contractor.</p>	<p>None</p>	<p>3 working days</p>	<p><i>Mr. Roy V. Barber SWO III, BAC Secretariat & Procurement Section</i></p>
TOTAL		NONE	24 days	

15. Provision of Technical Assistance of Property and Supply Management

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

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	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 through Memorandum addressed to the Regional Director / Attention the AS-GASD Division Chief		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1.1 Receive the request; record in the logbook for reference; inform the AS-Division Chief for the request	None	5 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section
	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	Mr. Louel A. Soliva AO V – Property and Supply Section
	1.3 Technical Staff prepare reply for		5 days	Mr. Louel A. Soliva AO V – Property and Supply Section

	confirming the date of Technical Assistance. a. Prepared Special Order (If Field Office) for the period of Technical Assistance. b. Prepare the needed documents and information for the conduct of Technical Assistance			
	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	<i>Mr. Louel A. Soliva</i> <i>AO V – Property and Supply Section</i>
	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 Official station	
TOTAL		NONE	14 days, 25 minutes	

16. 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 ACTIONS	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	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
	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			
2. Accomplish Certificate of Non-Availability of Supplies	2.1 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	None	20 minutes	<i>Mr. Kharl T. Aman Chief Administrative Officer – GASD</i>
3. Receipt of issued supplies and materials	3.1 Issue requested and available supplies to OBSU staff Updating of stock/bin card Update database	None	1 hour	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
TOTAL		NONE	2 hours, 20 minutes	

17. 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable supply shall be assigned.	1.1 Receive, review and verify the availability of request	None	1 hour	Mr. Louel A. Soliva AO V – Property and Supply Section
	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	2.1 Update PREMIS and generate PAR or ICS	None	1 hour	Mr. Louel A. Soliva AO V – Property and Supply Section

for the re-issuance of item or equipment	2.2 Transfer accountability through updating of database and issuance of PAR or ICS for reissuance of equipment/ semi-expendable supply			
	2.3 Process the approval of PAR or ICS			
3. Confirm acceptance of item or property through signing of PAR or ICS	3.1 Physical issuance of item or equipment and filing of PAR or ICS	None	1 hour	<i>Mr. Louel A. Soliva AO V – Property and Supply Section</i>
TOTAL		NONE	3 hours	

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

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

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

	confirmed by the affected office so they could vacate at once. Otherwise, inform the next available date/time of the disinfection schedule.			
2. Adjust the work schedule of their employees. - No employee shall be allowed to work/enter the office on the day/hour of the disinfection schedule	2.1 Perform all necessary preparations in accordance with the Department's safety and health protocol.	None	1 hour	<i>Ms. Melanie F. Quema AO IV – General Services Section</i>
	2.2 Proceed to the area/office and implement the sanitation and disinfection procedure		3 hours	
	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>Ms. Melanie F. Quema AO IV – General Services Section</i>
TOTAL		NONE	5 hours	

19. Request for Use and Monitoring of Vehicle

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

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

Office or Division:	GASD – General Service Section			
Classification:	Simple			
Type of Transaction:	G2G Government-to-Government			
Who may avail:	DSWD-NCR Field Office and its Centers/Residential Care Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		General Service Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up Request Form (Use of Vehicle)	1.1 Receive the request form	None	2 minutes	Ms. Melanie F. Quema AO IV – General Services Section
	1.2 Approves the from request letter		2 minutes	
	1.3 Conduct Inspection/ BLOW BAGETS in vehicles (Brakes, Lights, Oil, Water, Battery, Air, Gas, Engine, Tire and Self)		5 minutes	
	1.4 Preparation of Trip Tickets/Travel Order		1 minute	

	1.5 Request for Provision of Gasoline and processing		2 minutes	
	1.6 Schedule of Trips/Travel based on the request		2 minutes	
2. Awaits for the availability of Vehicle and Driver Assignment	2.1 Review the schedule/ availability of vehicle for assignment to the driver	None	1 day	Ms. Melanie F. Quema AO IV – General Services Section
	2.2 Advise driver of his trip			
	2.3 GSS Dispatcher prepares Trip ticket for trips within Metro Manila			
	2.4 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 dispatcher prepares the certification of no available vehicle	None	30 minutes	Ms. Melanie F. Quema AO IV – General Services Section
	3.2 Certification to be signed by the Section Head			
	3.3 Issue the certification			
TOTAL		NONE	1 day, 44 minutes	

20. 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:	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)		Property and Supply Custodian		
2. Actual Property for turnover		2. To be made available by the accountable person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FETS for turnover and property for turnover	1.1 Validate surrendered property vis-à-vis duly accomplished FETS	None	30 minutes	Ms. Melanie F. Quema AO IV – General Services Section
	1.2 Fill up the “inspected and received by” portion in FETS			
	1.3 Provide copy of signed FETS to the Property and Supply Custodian			
2. Updates record of surrendered items in the Property and Supply Section/ or PREMIS	2.1 Validate submitted FETS if duly signed by the concerned officials	None	30 minutes	Ms. Melanie F. Quema AO IV – General Services Section
	2.2 Validate FETS Request created by the Property and Supply Custodian 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	Ms. Melanie F. Quema AO IV – General Services Section
	2.7 Scan approved documents and upload to PREMIS		15 minutes	
	2.8 Record in logbook approved FETS along with accomplished PAR or ICS			
	2.9 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping			
TOTAL		NONE	1 hour, 5 minutes	

21. Transfer of Property Accountability

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

Office or Division:	Administrative Service – Property and Supply Section (AS-PSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for FETS	1.1 Validate submitted FETS request of duly signed concerned officials and employees	None	1 hour	Mr. Louel A. Soliva AO V – Property and Supply Section
	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 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	Mr. Louel A. Soliva AO V – Property and Supply Section
	2.2 Approve duly accomplished document		5 minutes	Mr. Louel A. Soliva AO V – Property and Supply Section
	2.3 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person/COS			

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

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

NON-FRONTLINE SERVICES

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

This is a sub service for issuance of certificates. The COE is issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Current Officials and Employees (Permanent, Casual, Contractual, MOA and JO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Documents form or formal letter or email request		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or accomplish the HRMDD-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	None	10 minutes	Ms. Ria O. Mercado AO V – Personnel Administration Section
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)	Ms. Ria O. Mercado AO V – Personnel Administration Section
	2.2 Encode/check details to COE, print the issuance and attach the necessary documents		30 minutes	Ms. Ria O. Mercado AO V – Personnel Administration Section Ms. Liezavel V. Gonzales SWO IV – HRMDD
	2.3 Review and Sign/initial the COE		2 hours	
	2.4 Inform the client that COE is ready through the HRMIS (or either		10 minutes	Ms. Ria O. Mercado AO V – Personnel Administration Section

	through chat, e-mail, or phone call)			
May be extended depending on the volume of transactions handled				
TOTAL		NONE	3 days	

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

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Permanent/ Casual/ Contractual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1.1 Receive the complete documents submitted	None	10 minutes	Ms. Ria O. Mercado AO V – Personnel Administration Section
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 ³ .		3 days (may take longer hours depending on the period of retrieving files, if needed)	Ms. Ria O. Mercado AO V – Personnel 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		3 hours and 30 minutes	

³ Electronic Leave Administration Recording System

	to the CLC, print the issuance and attach the necessary documents			
	2.4 Review and Sign/initial the ELARS and the CLC		2 days	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i> <i>Ms. Liezavel V. Gonzales SWO IV, HRMDD</i>
	2.5 Inform the client that CLC is ready (either through chat, e-mail or phone call)		10 minutes	
3. Get the CLC issued	3.1 Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
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				
TOTAL		NONE	7 days	

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

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to current Officials and employees in the Field Office, which certifies that they have/do not have Leave Without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Current Officials and Employees (Permanent, Casual, Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form and submit to PAS	1.1 Receive the complete documents submitted	None	10 minutes	Ms. Ria O. Mercado AO V – Personnel Administration Section
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 ⁴ .		3 days (may take longer hours depending on the period of retrieving files, if needed)	Ms. Ria O. Mercado AO V – Personnel 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		3 hours and 30 minutes	

⁴ Electronic Leave Administration Recording System

	Certificate, print the issuance and attach the necessary documents			
	2.4 Review and Sign/initial the ELARS and the Certificate		1 day	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section Ms. Liezavel V. Gonzales SWO IV, HRMDD</i>
	2.5 Inform the client that the Certificate is ready (either through chat, e-mail or phone call)		10 minutes	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
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				
TOTAL		NONE	7 days	

25. Issuance of Certificate of Performance Rating

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

Office or Division:	Human Resource Planning and Performance Management Section - HRMDD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Capital Region (FO-NCR) Officials and Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Letter or email request for certification of performance rating		HRPPMS Receiving area Performance Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal request letter for performance rating or email request for performance rating to the incoming clerk.	1.1 Receive the formal request or acknowledge email request and forward to concerned HRPPMS PMS Focal for action.	None	10 minutes	<i>Ms. Maricel M. Barnedo</i> Social Welfare Officer III – HRPPMS
2. Wait for further instructions 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	12 hours	<i>Ms. Maricel M. Barnedo</i> Social Welfare Officer III – HRPPMS
	2.1.1 If rating is available, the HRPPMS PMS Focal shall prepare the Certification of performance Rating for			

	approval.			
	2.1.2 If the rating is not available, the HRPPMS PMS Focal shall prepare the certification of no rating for approval.		7 hours	
3. Receive the documents and fill-up the customer feedback form	3.1 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			
4. Submit the filled-up customer feedback form to the HRPPMS PMS Focal	4.1 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.	None	50 minutes	Ms. Maricel M. Barnedo Social Welfare Officer III – HRPPMS
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				
TOTAL		NONE	2 days, 12 hours	

26. Issuance of Service Revord (SR) to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Separated employees (Permanent/ Casual/ Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	Receive the complete documents submitted	None	10 minutes	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the Service Card data, if updated review documents submitted and check the FILE	None	6 Days, 2 hours (depending on the period of retrieving the files)	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>

	201 / PER 16 if needed.			
	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		4 hours (Depending on the availability of signatories)	
3. Inform PAS on method of receiving the duly-signed SR.	3.1 Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
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	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
	4.2 Review and Sign/Initial the transmittal letter		20 minutes	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
	4.3 Encode tracking details in the e-DTMS		15 minutes	<i>Ms. Ria O. Mercado AO V – Personnel Administration Section</i>
	4.4 Forward the document to the RAMS for courier service		10 minutes	

5. If the SR is for pick-up, proceed to PAS and get the requested document.	5.1 Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form			
May be extended depending on the volume of transactions handled				
TOTAL		NONE	7 days	

OFFICE OF THE REGIONAL DIRECTOR

NON-FRONTLINE SERVICES

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

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD-NCR Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Legal Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a request slip to Legal Office *Make sure to provide complete and accurate information prior to submission	1.1 Received the request slip from the client	None	5 minutes	<i>Atty. Norjanizah Airah Calaca</i> <i>PDO III – Legal Unit</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		3 minutes	<i>Atty. Norjanizah Airah Calaca</i> <i>PDO III – Legal Unit</i>

	case, the request will not be granted			
	1.5 Prepare the document requested		5 minutes	<i>Atty. Norjanizah Airah Calaca</i> <i>PDO III – Legal Unit</i> <i>Attorney III – Legal Unit</i> <i>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – Field Office NCR</i>
	1.6 Forward the document for signature of the concerned officials			
	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	2. Issue the certificate to staff	None	2 minutes	<i>Atty. Norjanizah Airah Calaca</i> <i>PDO III – Legal Unit</i>
TOTAL		NONE	40 minutes	

28. 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 create knowledge products so they can respond to the ever-changing needs of partners and constituents.

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

Office or Division:	Office of the Regional Director – Knowledge Management Section	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	DSWD Officials and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Conference Room Reservation		
1. Inquiry from the end user (1 in email, chat, or call)	Requesting Party	
2. Registration Form (1 online form)/ Logbook	Email sent by the Librarian/Staff	
Use		
1. Registration Form (1 online form)/ Logbook	Regional Learning Resource Center	

After Use				
1. Client Satisfaction Measurement Survey Form (1 online form)		Regional Learning Resource Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of the Conference Room	1.1 Receive the inquiry of the client.	None	5 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	1.2. Check the Calendar for the availability of rooms. If available , reply confirming availability with the link of the Online Reservation Form with reminders of room guidelines. If not available , inform the client of its non-availability.		15 minutes	
2. Submit accomplished Online Reservation Form	2.1 If the Reservation Form is filled out, perform booking on the RLRC Calendar.	None	10 minutes	Mr. Ryan V. Magante TS III – Knowledge Management Section
	2.2 Send an email confirming the reservation with the details. <i>If the Client canceled the reservation of the room, delete the scheduled reservation in the Calendar and update the changes in the</i>		10 minutes	

	<i>Reservation Responses Matrix. After which, inform the Client of the action taken and send a CSMF form to the client.</i>			
	2.3. In case of rescheduling as requested by the client, check the Calendar for availability. If available , reply informing availability, perform re-booking in the RLRC Calendar and confirm reservation. If not available , inform the client of its non-availability.		15 minutes	
Use of Conference Room				
3. Approach the librarian and log in to the Registration Desktop	3.1 Upon entering the RLRC, request the client to register on the Registration desktop. After use of the room, send a CSMF to the client.	None	5 minutes	<i>Mr. Ryan V. Magante TS III – Knowledge Management Section</i>
4. Accomplish the CSMF Survey	4.1 Accomplished CSMF are collected and included in CSMF Reports (CSMF).	None	15 minutes	<i>Mr. Ryan V. Magante TS III – Knowledge Management Section</i>
TOTAL		NONE	1 hour and 10 minutes	

POLICY AND PLANS DIVISION

NON-FRONTLINE SERVICES

29. Data-Sharing with DSWD OBSUs: List of Data Subjects

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

Office or Division:	National Household Targeting Office/ National Household Targeting System			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C),			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
With existing and valid Non-Disclosure Agreement (NDA):				
1.One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed		Provided by the Requesting Party		
No existing and valid Non-Disclosure Agreement (NDA):				
1. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer		Provided by the Requesting Party		
2. One (1) original copy of accomplished Non-Disclosure Agreement (NDA)				
3. One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of the data requirements (if available) to NHTO/ NHTS.	1.1 Receive and record the request in the document transaction/ tracking system.	None	15 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.1.1 Advise the requesting party that they will receive an email			

	or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.			
	1.1.2 Forward request to the NTHS Policy and Plans Division (PPD) Chief for approval			
	1.2 Review, input comment, and decide if the request is for processing or not, then endorse it to the Regional Focal Coordinator.	None	6 hours	<i>Ms. Roselle M. Rentoza Policy Officer IV – Policy and Plans Division</i>
	1.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>
	1.4 Review the request and make recommendations if the request is for approval or not, then endorse to the NHTS Policy and Plans Division Chief.	None	3 hours	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement and other documentary	2.1 The NHTS PPD Chief endorses the recommendation to the assigned Project	None	2 hours	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>

requirements not included in the submission of letter of request to the NHTS for review on completeness	<p>Development Officer to inform the client on the approval or disapproval of the data request based on the DSWD AO 19, s. 2021.</p> <p>If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements</p> <p>If Disapproved- Return to requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i></p>			
	2.1.1 After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTS Information Technology Officer			
	2.1.2 Generate the requested data.	None	1 day	<p><i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i></p> <p><i>Regional Information Technology Officer - NHTS</i></p>

	2.1.3 Review result of the data generation.		1day	
	2.1.4 Secure the data by adding password protection to the file.			
	2.1.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.			
	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. Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party			
	2.1.4.2 Counter sign in the DRF			

	2.1.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the administrative unit.			
	2.2 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
3. Call NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.	None	10 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	3.1.1 Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.			
*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.				
TOTAL		NONE	5 days, 1 hour, 35 minutes	

30. Data-Sharing with DSWD OBSUs – Name Matching Request

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

Office or Division:	National Household Targeting System			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>With existing and valid Non-Disclosure Agreement (NDA):</i>				
One (1) original/copy of letter of request (Indicate reason for name matching)		Provided by the Requesting Party		
One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> • Complete name (Last name, First Name, Middle Name, Extension Name) • Birth Date (YYYY-MM-DD format) • Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay 				
<i>No existing and valid Non-Disclosure Agreement (NDA):</i>				
One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP)		Provided by the Requesting Party		
One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive and record the request.	None	15 minutes	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>
	1.1.1 Endorse request to the Regional Director			
	1.2 Provide instruction to facilitate/review the request.	None	2 hours	<i>Atty. Michael Joseph J. Lorico Regional Director Field Office – NCR</i>
	1.2.1 Endorse to the Policy and Plans Division (PPD) Chief			
	1.3 Provide recommendations on the request.	None	1 hour	<i>Ms. Roselle M. Rentoza Planning Officer IV – Policy and Plans Division</i>
	1.3.1 Endorse to the assigned Project Development Officer (PDO) to inform the client about the status of their request			
	1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021. Disapproved – Sign the letter of disapproval and endorse to the client. <i>End of process</i>	None	1 hour	<i>Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS</i>

	<i>Approved</i> – Notify and provide the NDA and documentary requirements to the client			
2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the NDA submitted by the client. Non-Compliant – Inform the client regarding the incomplete requirement via email. Compliant – <ul style="list-style-type: none"> a. Sign the NDA and endorse to the DPO for signature b. Endorse the signed NDA to Information Technology Division (ITD) for processing 	None	2 hours	<i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i>
	2.2. Review the compliance of the electronic copy of names with the required template/format:	None	1 day (5,000 and below)	<i>Information Technology Officer – NHTS</i>

	Non-Compliant – Inform the client about the findings via email Compliant – Process the request within the set deadline depending on the volume or number of names to be matched		3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file.	None	3 hours	<i>Information Technology Officer – NHTS</i>
	3.1.1 Prepare the Data Release Form (DRF).			
	3.1.2 Draft the response memorandum.			
	3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive.			
	3.1.4 Sign the DRF			
	3.1.5 Endorse the finalized documents to PPD Chief			
	3.2 Sign the memorandum and endorse to the Administrative	None	1 hour	<i>Atty. Michael Joseph J. Lorico Regional Director FO – NCR</i>

	Assistant for releasing.			
4. Receive the results of name matching	4.1 Track and scan a copy of the documents for record keeping	None	10 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	4.1.1 Release the document to the client			
5. Fill-out the Client Satisfactory Measurement Survey (CSMS)	5.1 Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines	None	10 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
<i>With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7. Section 3.c</i>				
TOTAL	For 5000 names and below	NONE	2 days, 3 hours and 35 minutes	
	For 5,001 -50,000 names		4 days, 3 hours and 35 minutes	
	For 50-000 – 400,000 names		8 days, 3 hours and 35 minutes	
	For 400,001-1,000,000 names		21 days, 3 hours and 35 minutes	

31. Data Sharing with DSWD OBSUs: Statistics/ Raw Data Request

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

Office or Division:	National Household Targeting Section – Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DSWD Offices/ Bureaus/ Services/ Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan data – addressed to the Regional Director.	1.1 Receive and record the request.	None	30 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.1.1 Forward request to National Household Targeting Section (NHTS), then furnish the Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on AO 19 s.2021.	None	30 minutes	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.2.1 Input comment/s then endorse to the NHTS Associate Statistician			
	1.3 Provide instruction based	None	3 hours	Ms. Mary Noemi C. Corales

	<p>on the data requested. If the request is:</p> <p>Not clear</p> <p>a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement.</p> <p>b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan.</p> <p>Clear - Forward request to the Associate Statistician for data generation.</p>			<i>Project Development Officer IV – NHTS</i>
	<p>1.4 Generate the requested data from the Listahanan database, and</p>	None	1 day	<p><i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i></p>

	export into excel or any format available.			
	1.4.1 Draft response letter to the requesting party and attach routing slip.			
	1.4.2 Submit to the NHTS RFC for review			
	1.5 Review the generated statistical /raw data. In case the generated data is: Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. Accurate – Submit to the FO PPD Chief for review and recommending approval.	None	3 hours	Ms. Mary Noemi C. Corales Project Development Officer IV – NHTS
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	Ms. Lily C. Demabildo Planning Officer IV – Policy and Plans Division
	1.7 Approval of the facilitated data request for	None	5 hours	Atty. Michael Joseph J. Lorico Regional Director Field Office NCR

	release to the requesting party. <i>If Disapproved –</i> Provide note on the reason of disapproval; then return the facilitated request to the NHTS for revision. <i>If Approved –</i> Sign the response letter for data release.			
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party.	None	30 minutes	<i>Ms. Mary Noemi C. Corales</i> <i>Project Development Officer IV – NHTS</i>
	2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.			
TOTAL		NONE	3 days	

32. Vulnerability Assessment (VA)

Vulnerability assessment is the process of identifying, quantifying, and prioritizing weaknesses in a system that could be exploited by an attacker before deploying or using it in a production environment.

33.

Office or Division:	Regional Information and Communications Technology Management Section (RICTMS) – Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All DSWD OBSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annex A – Vulnerability Assessment (VA) Compliance Checklist and Requirements		ICT Support Ticketing System https://ictsupport.dswd.gov.ph Email: request Letter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requester shall raise a ticket to the ICTSupport ticketing system (https://ictsupport.dswd.gov.ph) and attach the supporting documents or requirements (as shown below “Annex A”)	1.1 Assess and assign the ticket to appropriate desktop support engineer	None	1 hour	Mr. Jervin R. Regio ITO II, RICTMS
	1.2 The Cybersecurity officer shall review the supporting documents		15 minutes	Mr. Jervin R. Regio ITO II, RICTMS
	1.2.1 If completed: Proceed			
	1.2.2 If not completed: The cybersecurity officer shall advise the end user to complete all requirements.		8 hours	Mr. Jervin R. Regio ITO II, RICTMS
	1.3 The Cybersecurity officer shall schedule the scanning after			

	office hours from 6 pm to 4 am to avoid network traffic interruption during business hours.			
	1.4 The Cybersecurity officer shall conduct the assessment, and documentation of findings		8 hours	Mr. Jervin R. Regio ITO II, RICTMS
	1.5 The Cybersecurity officer shall endorse the vulnerability assessment report: <i>If vulnerabilities are found, the Cybersecurity officer shall recommend hardening measures to the client and shall reassess the system in step 4.</i> <i>If no vulnerabilities are found, proceed to the next step.</i>		2 hours	Mr. Jervin R. Regio ITO II, RICTMS
	1.6 The Cybersecurity officer shall prepare and endorse the Vulnerability Assessment report to the requester for the deployment process			Mr. Jervin R. Regio ITO II, RICTMS
TOTAL		NONE	19 hours, 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback and/or complaints	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 the concerned Section • 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 Anti-Red Tape Act, Presidential Action Center, Contact Center ng Bayan	Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478-5091 or 8478-5093.

	<p>Presidential Action Center (PACe) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	Room 201 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	(02) 8733-0010- to 14 foncr@dswd.gov.ph
Social Marketing Office		8733-6279 smo.foncr@dswd.gov.ph
Legal Unit	Room 202 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	legal.foncr@dswd.gov.ph
Social Welfare Specialist Group	Room 205 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	sws.foncr@dswd.gov.ph
Knowledge Management Section	Room 209 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	(5) 310-1433 capbs.foncr@dswd.gov.ph
Protective Services Division		
Minors Travelling Abroad Section	Room 105 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8310-1435 travelclearnce.foncr@dswd.gov.ph
Social Pension Program Management Office	DSWD-NCR 389 San Rafael cor. Legarda St. Manila	(5) 488-1620/ 5310-0735 socialpension@dswd.gov.ph
Community-Based Services Section (CBSS)	Room 108 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	(2) 8733-0010 loc. 116 combs.foncr@dswd.gov.ph
Crisis Intervention Section – Offsite Serbisyo	Room 110 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	(2) 8733-0010 loc. 116 psp.foncr@dswd.gov.ph
Crisis Intervention Section – Onsite	Dalupan St. Sampaloc Manila	8734-5413/ 3493-7907 cis.foncr@dswd.gov.ph
CIS CAMANAVA Satellite Office	2 nd flr. Victory Central Mall Rizal Ave, Monumento Caloocan	+63 9569945787
CIS Baclaran Satellite Office	2 nd flr. Victory Food Market, Baclaran	+63 9364326610
CIS Pasig Satellite Office	2 nd flr. Lianas Supermarket, Brgy. Palatiz, Pasig City	+63 9072156763
Malasakit Center	Dalupan St. Sampaloc Manila	ncr.malasakit@gmail.com
Amang Rodriguez Memorial Medical Center	Sumulong Highway, Brgy. Sto. Niño Marikina City	(02) 8941-5854

Dr. Jose Fabella Memorial Hospital	Lope De Vega, Sta. Cruz, Manila	(02) 8734-5561
Dr. Jose M. Rodriguez Memorial Hospital and Sanitarium	Saint Joseph Avenue, Tala, Barangay 186, Caloocan	(02) 8294-2571
East Avenue Medical Center	East Ave, Diliman, Quezon City	(02) 8928-06-11 to 24 loc. 462
Jose Reyes Memorial Medical Center	Rizal Ave, Santa Cruz, Manila	(02) 8711-9491
Las Piñas General Hospital and Satellite Trauma Center	Bernabe Compound, Diego Cera Ave, Pulanglupa I, Las Piñas	(02) 8873-0557
Lung Center of the Philippines	Quezon Ave, Diliman, Quezon City	(02) 8924-6101
National Center for Mental Health	Nueve de Febrero St. Barangay Addition Hills, Mandaluyong	(02) 8531-9001
National Children's Hospital	264 E Rodriguez Sr. Ave, New Manila, Quezon City	(02) 8724-0656
National Kidney and Transplant Institute	East Ave, Diliman, Quezon City	(02) 8981-0300
Navotas City Hospital	M. Naval St, Navotas City	+63 288667520
Novaliches District Hospital	793 Quirino Hwy, Novaliches, Quezon City	(02) 8123-4567
Ospital ng Malabon	Malabon, Metro Manila	(02) 8518-8602
Ospital ng Parañaque	Quirino Ave, Parañaque	(02) 8825-4902
Pasay City General Hospital	P. Burgos St., Pasay	(02) 8833-6022
Philippine Children's Medical Center	Quezon Avenue, cor. Agham Rd, Diliman, Quezon City	(02) 8588-9900
Philippine General Hospital	Taft Ave, Ermita, Manila	(02) 8554-8400
Philippine Heart Center	East Ave, Diliman, Quezon City	(02) 8925-2401
Philippine National Police-Camp Crame General Hospital	Camp Panopio, P. Tuazon Blvd. Corner EDSA Main Avenue, Kaunlaran, Cubao, Quezon City,	(02) 723-0401
Philippine Orthopedic Center	78-A Maria Clara St, Santa Mesa Heights, Quezon City	(02) 8711-4276
Quirino Memorial Medical Center	J.P. Rizal, Project 4, Quezon City	(02) 5304-9800
Research Institute and Tropical Medicine	Filinvest Marketing & Exhibit Office, 9002 Research Dr, Alabang, Muntinlupa	(02) 8807-2631/ 8807-2632

Rizal Medical Center	Pasig Blvd, Pasig	(02) 8865-8400
San Juan Medical Center	71 N Domingo St, San Juan City	(02) 8724 3266
San Lazaro Hospital	Quiricada St, Santa Cruz, Manila	(02) 8732-3777
San Lorenzo Ruiz General Hospital	O. Reyes St, Malabon	(02) 8294-4853
Taguig- Pateros District Hospital	E Service Rd, Taguig	(02) 8837-8132
Tondo Medical Center	Honorio Lopez Blvd, Tondo, Manila	(02) 8865-900
Valenzuela Emergency Hospital	G. Lazaro Street, Valenzuela City	(02) 8352-6000
Valenzuela Medical Center	Padrigal St, Valenzuela City	(02) 8284-6711
Veterans Memorial Medical Center	North Ave, Diliman, Quezon City	(02) 8927-6426
Policy and Plans Division		
Anti-Red Tape Unit	Room 204 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	artu.foncr@dswd.gov.ph
Standards Section		8733-6279 standards.foncr@dswd.gov.ph
Policy Development and Planning Section	Room 205 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8734-8638 / 8733-0010 loc 207 pdps.foncr@dswd.gov.ph
Technical Assistance and Resource Augmentation		8734-8638 / 8733-0010 loc 207 tara.foncr@dswd.gov.ph
National Household Targeting Section	Room 302 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	488-36-99/ 733-1110 lol 3034 nhts.foncr@dswd.gov.ph
Information and Communication Technology Management Section		488-36-99/ 733-1110 lol 3034 ictms.foncr@dswd.gov.ph
Human Resource Management and Development Division		
Personnel Administration section	Room 208 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8733-0010 loc. 211/ 8488-2708 personnel.foncr@dswd.gov.ph
Human Resource Welfare Section	Room 209 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8733-0010 loc. 212/ 5310-0725 hrws.foncr@dswd.gov.ph

Human Resource Planning & Performance Management Section		(02) 8310-0725 hrppms.foncr@dswd.gov.ph
Learning and Development Section		(02) 8310-0725 lds.foncr@dswd.gov.ph
General Administrative Services Division		
Records and Archives Management Section	Room 107 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	records.foncr@dswd.gov.ph
Property and Supply Section	Room 207 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8733-0010 loc. 113 pams.foncr@dswd.gov.ph
General Services Section		8733-0010 loc. 113 gss.foncr@dswd.gov.ph
Procurement Section		8733-0010 loc. 113 procurement.foncr@dswd.gov.ph
Bids and Awards Committee	Room 301 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8733-0010 loc. 113 bacsec.foncr@dswd.gov.ph
Disaster Response Management Division		
Disaster Response Management Division	Room 109 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	8733-0010 loc. 117 drmd.foncr@dswd.gov.ph
Finance Management Division		
Accounting Section	Room 103 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	(02) 8488-3236/ 8722-0010 loc. 109 finance.foncr@dswd.gov.ph
Budget Section		
Cash Section		
Promotive Services Division		
Sustainable Livelihood Program	Room 302 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	5310-21-35/ 8733-0010 loc 303 slp.foncr@dswd.gov.ph
Pantawid Pamilyang Pilipino Program	Room 303 DSWD-NCR 389 San Rafael cor. Legarda St. Manila	pantawid.foncr@dswd.gov.ph
Pantawid – Regional Program Management Office	J&T Bulding, Sta. Mesa Manila	
Operation Office 1	Plaza Morga Sta. Maria Extension cor. Zamora St. Brgy. 6, Tondo Manila	pantawidgrs.foncr@dswd.gov.ph
Operation Office 2	Sagat St. Brgy. 685, Paco Manila (2nd flr. Bahay Kalinga)	pantawidgrs.foncr@dswd.gov.ph

Operation Office 3	Caloocan South City Hall 8th Avenue cor. 8th st. East Grace Park Caloocan City	pantawidgrs.foncr@dswd.gov.ph
Operation Office 4	NVRC Compound, Burgos St. project 4, QC	pantawidgrs.foncr@dswd.gov.ph
Operation Office 5	NVRC Compound, Burgos St. project 4, QC	pantawidgrs.foncr@dswd.gov.ph
Operation Office 6	A. General Luna St. San Agustin, Malabon	pantawidgrs.foncr@dswd.gov.ph
Operation Office 7	RSW Compound Burgos St. project 4, QC	pantawidgrs.foncr@dswd.gov.ph
Operation Office 8	Elsie Gaches Village Compound	pantawidgrs.foncr@dswd.gov.ph
Operation Office 9	Pinaglabanan St. cor Dr. PA Narciso St. San Juan	pantawidgrs.foncr@dswd.gov.ph
Centers / Residential Care Facilities		
Elsie Gaches Village	Alabang, Muntinlupa City	8807-6023/0966971141 egv.foncr@dswd.gov.ph
Golden Reception and Action Center for Elderly and other Special Cases (GRACES)	Misamis Ext., Bago Bantay, Quezon City	8929-1187/ 09323422654 graces.foncr@dswd.gov.ph
Haven for Children	Alabang, Muntinlupa City	(02) 8807-1595 hfc.foncr@dswd.gov.ph
Haven for Women	Northgate, Filinvest Corporate City, Alabang, Muntinlupa City	8807-1588 hfw.foncr@dswd.gov.ph
INA Healing Center	DSWD-Central Office Batasan Pambansa Complex Constitution Hills, Quezon City	8931-8101/ 098629556 ihc.foncr@dswd.gov.ph
Jose Fabella Center	Correctional Rd., Mandaluyong 1550, MM	8531-8697 jfc.foncr@dswd.gov.ph
Marillac Hills - National Training School for Girls	Northgate, Filinvest Corporate City, Alabang, Muntinlupa City	(02) 807-1585/ 807-1589 09996798571 mh.foncr@dswd.gov.ph
Nayon ng Kabataan	Welfare Ville compound Mandaluyong City	8533-1701/ 8531-2582 nk.foncr@dswd.gov.ph
Reception and Study Center for Children (RSCC)	4 Misamis Ext., Bago Bantay, Quezon City	8927-4244 rscf.foncr@dswd.gov.ph
Sanctuary Center	Welfare Ville Compd. Acacia Lane, Mandaluyong City	8532-1164 sc.foncr@dswd.gov.ph

National Vocational and Rehabilitation Center (NVRC)	J.P. Burgos Street, Brgy. Escopa III, Project 4, Quezon City	8930-1569 nvrc.foncr@dswd.gov.ph
Rehabilitation Sheltered Workshop (RSW)	Brgy. Addition Hills, Mandaluyong City	8912-7698 rsw.foncr@dswd.gov.ph
Bahay Silungan Community Center (BSCC)	NVRC Compound, Burgos St. project 4, QC	bscc.foncr@dswd.gov.ph
IACAT-TIP Center	Welfareville Compound Acacia Lane, Mandaluyong City	iacat.tipcenter.foncr@gmail.com