



<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><b>3.1 For Applicant SWA's implementing Child Placement Services</b></p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p><b>3.2 Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p><b>3.3 For Center-Based (Residential and Non-Residential Based), copy of the valid safety certificates namely:</b></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"> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> </ul> <p>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</p> <p>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</p> <p>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</p>			
<p>4. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p>	<p>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</p>			
<p>5. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<p>Government Agency where the Organization implemented or implements projects and programs.</p>			
<p><i>Note to Applicant. The acceptance of application of documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD memorandum Circular No. 17 Series of 2018.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>Assessment Procedures for Walk-in Applicants</b></p>				
<p>1. Secure application form thru the DSWD</p>	<p>1.1 Provides client application</p>	<p>None</p>	<p>10 minutes</p>	<p>Ms. Chourie Lou-An Digneneng</p>

Website/ Standards Section	form, and checklist of requirements			<i>PDO III – Standards Section</i>
2. Submit/ file application and supporting documents.	2.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference	None	20 minutes	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
	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	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>
	3.2 Process payment and issues Official Receipt.	Php 1,000.00	15 minutes	<i>Ms. Kristine F. Facullo, Accountant III – Finance Management Division</i>

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	
<b>Note: Applications received after 3:00pm shall be considered as a next working day transaction.</b>				
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 <b>new applicant SWDA</b> 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	None	2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section

	<p>charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><b>Note: Criteria iv and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p>			
	<p><b>If complete and compliant</b></p>			

	6.2.1 an acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.			
	6.2.2 <b>If found incomplete or non-compliant</b> , 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 <b>If favorable</b> , the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.					
	10.3 <b>If not favorable</b> , 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.					
	10.5 If unfavorable, review and approval of the Confirmation Report.				Favorable 8 working days  Unfavorable: 2 working days	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>  <i>Ms. Roselle M. Rentoza</i> <i>Planning Officer IV – Policy and Plans Division</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</i> <i>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>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – FO NCR</i>
	10.8 Send the Confirmation Report and notify the availability of				1 working day (depending on the choice of the applicant)	<i>Ms. Chourie Lou-An Digneneng</i> <i>PDO III – Standards Section</i>

	the Certificate of License to Operate for release through various means per preference indicated in the application form. (Direct pick-up or courier)			
<b>For Complete and Compliant:</b>		<b>1,000</b>	<b>20 working days</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>17 working days</b>	
<b>Processing Procedures of Applications submitted at Standards Section through Mail/ Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: <b>STANDARDS SECTION (Room 204)</b> 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	None	2 working day	<i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i>



	<p>serving a [articular sector and the absence or related facility to the cater them. (e.g. Situationer)</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. The SWDA must have a financial capacity to operate for least two (2) years.</p> <p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p>			
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	<p>Note: Criteria iv and V are only applicable for those SWDAs that are already in operation prior to application for Licensure to Operate.</p>			
	<p>2.2 If complete and compliant, an Acknowledgement Letter and notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
	<p>2.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>3. Settle the required processing fee.</p>	<p>3.1 <b>If found both complete and compliant</b>, 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</p>	<p>1,000</p>	<p>15 minutes</p>	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

	<p>they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</p> <p><b>Field office:</b> The Support Staff shall prepare Billing statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organizations settle its payment.</p>			
<p>4 Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>* Scanned copy of the official Receipt to the concerned DSWD Field Offices' official email address with the subject:</p> <p>Name of the Organization: Copy of OR for Licensing:</p> <p>* Hand-carry the Photocopy of Official Receipt</p> <p>* Courier the Photocopy of official Receipt</p>	<p>4.1 Acknowledge the copy of Official Receipt from the SWDA</p> <p>4.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledge its receipt.</p> <p>4.3 For the Copy of OP sent through mail / courier: the assigned technical Staff shall acknowledge its receipt.</p>	None	15 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>
<p>5. Accomplish and drop the Customer's</p>	<p>Provide the applicant Organization the</p>	None	5 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

Feedback Form on the drop box	Customer's Feedback Form			
<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.</p>	<p>6.1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. In case a new applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance</p>	<p>None</p>	<p>2 working days</p>	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

	<p>with the set standards.</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p> <p>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p><i><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></i></p>			
	<p><b>6.2.1 If Complete and compliant,</b> an Acknowledgment Letter and</p>			

	<p>Notification on the proposed schedule on the conduct of Validation Visit shall be prepared</p> <p><b>6.2.2 If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
	<p>6.3 Review and approval of the Acknowledgement Letter including its attachments.</p>		2 working days	<p><i>Ms. Chourie Lou-An Digneneng</i>  <i>PDO III – Standards Section</i></p> <p><i>Ms. Roselle M. Rentoza</i>  <i>PO IV, PPD</i></p> <p><i>Atty. Michael Joseph M. Lorico</i>  <i>Regional Director – FO NCR</i></p>
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	<p><i>Ms. Chourie Lou-An Digneneng</i>  <i>PDO III – Standards Section</i></p>
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	<p><i>Ms. Chourie Lou-An Digneneng</i></p>

<p>10.2 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p>				<p><i>PDO III – Standards Section</i></p>
<p>10.3 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>				
<p>10.4 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p>		<p>None</p>	<p>Favorable: 8 working days</p>	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p> <p><i>Ms. Roselle M. Rentoza PO IV, PPD</i></p>
<p>10.5 If unfavorable, review and approval of the Confirmation Report.</p>			<p>Unfavorable: 2 working days</p>	<p><i>Atty. Michael Joseph M. Lorico Regional Director – FO NCR</i></p>
<p>10.6 If favorable, for approval and signature of the Certificate of License to Operate.</p>		<p>None</p>	<p>Favorable: 3 working days</p>	
<p>10.7 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.</p>			<p>Unfavorable: 2 working days</p>	<p><i>Atty. Michael Joseph M. Lorico Regional Director – FO NCR</i></p>
<p>10.8 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for</p>		<p>None</p>	<p>1 working day (depending on the choice of the applicant)</p>	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

	release through various means per preference indicated in the application form. (Direct pick-up or courier)			
<b>For Complete and Compliant:</b>		<b>P1,000</b>	<b>20 working days</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>17 working days</b>	
<b>Processing Procedures of Applications submitted at Standards Section through Mail/ Courier:</b>				
1. Send the Application Form together with the prescribed documentary requirements for Licensing through Mail or Courier to: <b>STANDARDS SECTION (Room 204)</b> 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. Situational)</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards</p> <p>iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services. The SWDA must have a financial capacity to operate for least two (2) years.</p> <p>iv. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and V are only applicable for</p>			
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	<p>those SWDAs that are already in operation prior to application for Licensure to Operate.</p>			
	<p>2.2 If complete and compliant, an Acknowledgement Letter and notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p>			
	<p>2.3 If found incomplete or non-compliant, the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
<p>3. Settle the required processing fee.</p>	<p><b>If found both complete and compliant</b>, 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</p>	<p>1,000</p>	<p>15 minutes</p>	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

	<p>Standards Section the copy of the Official Receipt.</p> <p><b>Field office:</b> The Support Staff shall prepare Billing statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p>Note: The processes shall only take place once the applicant organizations settle its payment.</p>			
<p>4. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>* Scanned copy of the official Receipt to the concerned DSWD Field Offices' official email address with the subject:</p> <p>Name of the Organization: Copy of OR for Licensing:</p> <p>* Hand-carry the Photocopy of Official Receipt</p> <p>* Courier the Photocopy of official Receipt</p>	<p>4.1 Acknowledge the copy of Official Receipt from the SWDA</p> <p>4.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledge its receipt.</p> <p>4.3 For the Copy of OP sent through mail / courier: the assigned technical Staff shall acknowledge its receipt.</p>	None	15 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>
<p>5. Accomplish and drop the Customer's Feedback Form on the drop box</p>	<p>5.1 Provide the applicant Organization the Customer's Feedback Form</p>	None	5 minutes	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>

*Note: Applications received after 3:00 pm shall be considered as a next working day transaction.*

<p>6. Wait for the result of the documents review and notice of validation assessment.</p>	<p>6.1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria:</p> <p>i. In case a new applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer.</p> <p>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or 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</p>	<p>None</p>	<p>2 working days</p>	<p><i>Ms. Chourie Lou-An Digneneng PDO III – Standards Section</i></p>
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	<p>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><b>6.2 If Complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared</p> <p><b>6.3 If found incomplete or non-compliant,</b> the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the</p>			
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	applicant SWDA 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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section  Ms. Roselle M. Rentoza PO IV, PPD
	10.5 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	Atty. Michael Joseph M. Lorico Regional Director – FO NCR
	10.6 If favorable, for approval and signature of the Certificate of License to Operate.		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; 1 working day	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
<b>TOTAL</b>	<b>For Complete and Compliant:</b>	<b>1,000</b>	<b>20 working days</b>	
	<b>For Incomplete Submission:</b>	<b>None</b>	<b>17 working days</b>	

\*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.