

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 Clic	ent (G2C)			
Who may avail:	ALL Private SWDAs Intending to Operate in one region				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
1. One (1) Duly Accomply Notarized Application File Notarized Application of the Documents: a. A certification of plan Registered Social Work complement; or (b) Proposed File Notarized True Copy of Information Sheet issue (1) copy)	e following Basic to hire the required ker (RSW) or staff offile of Employees ver is applicable on containing the administrative and strategies to ong others ustees	STANDARDS SECTION (Room 204) DSWD- Field Office NCR 389 San Rafael cor. Legarda St. Sampaloc Manila https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board Securities Exchange Commission (SEC) — Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Board resolution by the Organization			
e. Notarized certification Trustees and/or the financially support the operate for at least two	unding agency to organizations to	https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan			
f. Work and Financial P	lan for the two (2)				
succeeding years 3. Additional Requirer	ments				
Basic Documents	iicii(3				
Dasic Documents					



- 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
- 3.1 For Applicant SWA's implementing Child Placement Services

Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.

- 3.2 Documents Establishing Corporate Existence and Regulatory Compliance
- 3.3 For Center-Based (Residential and Non-Residential Based), copy of the valid safety certificates namely:
- a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)
- b. Fire Safety Inspection Certificate
- c. Water Potability Certificate or Sanitary Permit
- 4. For applicant serving within the Ancestral Domains of Indigenous People (IP) Photocopy of NGO Accreditation from NCIP.

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

- 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

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

Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation

City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider

National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.

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	1.1 Provides client application	None	10 minutes	Ms. Chourie Lou-An Digneneng	



Field Office - National Capital Region

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Website/ Standards Section	form, and checklist of requirements			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 2.2 Determine whether the submitted documents are complete. 2.3 If complete, provide the organization an acknowledgemen t 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	None	20 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
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) 5. Accomplish and drop the Customer's Feedback Form on the drop box	Acknowledge the photocopy of the Official Receipt from the applicant Organization. Provide the applicant Organization the Customer's Feedback Form	None None	15 minutes 5 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
Note: Applications retransaction.	eceived after 3:00µ	om shall b	e considered as	a next working day
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	None	2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



	Field Office -	National Capital Region
charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii.Applicant must submit a duly 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. iv.The SWDA must have a financial capacity to operate for at least two (2) years. v.Applicant keeps record of all social development and/or welfare activities it implements. Note: Criteria iv and v are only applicable for those SWDAs that are already.	Field Office -	National Capital Region
and v are only applicable for those SWDAs that are already in operation prior to application for License to Operate.		
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, Acknowledgeme nt 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 Acknowledgeme nt Letter including its attachments)	None	10 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section Ms. Roselle M. Rentoza Policy Officer IV – PPD Atty. Michael Joseph J. Lorico Regional Director – FO NCR
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	Ms. Chourie Lou-An
8. Assist the Assessor during the conduct of Validation visit.	8.1 Conduct of Validation visit	None	1 working day per agreed schedule	Digneneng PDO III – Standards Section
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	



			Field Office -	National Capital Region
10. Awaits the result of the licensing assessment	10.1 Prepare Confirmation Report 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		10 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	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	None	Favorable 8 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section Ms. Roselle M. Rentoza Planning Officer IV –
	Operate. 10.5 If unfavorable, review and approval of the Confirmation Report.		Unfavorable: 2 working days	Policy and Plans Division Atty. Michael Joseph J. 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 J. Lorico Regional Director – FO NCR
	10.7 If unfavourable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable: 2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	10.8 Send the Confirmation Report and notify the availability of		1 working day (depending on the choice of the applicant)	



				National Capital Region
For Complete and Co		1,000	20 wo	orking days
For Incomplete Subm	ission:	None	17 wo	rking days
Processing Procedure Courier:	es of Applications	submitted	d at Standards S	Section through Mail/
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



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serving a		
[articular sector		
and the absence		
or related facility		
to the cater them.		
(e.g. Situationer)		
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ii. Applicant has		
employed a		
sufficient number		
of duly qualified		
staff and/or		
registered social		
workers to		
supervise and		
take charge of its		
social welfare		
and development		
activities and/or		
social work		
interventions in		
accordance with		
the set standards		
iii. Applicant must		
submit a duly		
certified financial		
statement that at		
least seventy		
percent (70%) of		
its funds are		
disbursed for		
direct social work		
services while		
thirty percent		
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(30%) of the		
funds are		
disbursed for		
administrative		
services. The		
SWDA must		
have a financial		
capacity to		
operate for least		
two (2) years.		
iv. Applicant		
keeps record of		
all social		
development		
and/or welfare		
activities it		
implements.		



	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 Acknowledgeme nt 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 Acknowledgeme nt Letter prepared shall contain the checklist of requirements to be secured and complied. This			
	schedule on the conduct of Validation Visit shall be			
	2.3 If found incomplete or non-compliant, the			
	nt Letter prepared shall contain the checklist of requirements to			
Settle the required processing fee	3.1 If found both complete and compliant, notify the Applicant Organization that they have to settle their processing fee.	1,000	15 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards
	Inform the applicant organization that the processing of the application shall start once			Section



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



Feedback Form on	Customer's			
the drop box	Feedback Form			
Note: Applications rece	eived after 3:00 pm si	hall be cons	sidered as a next w	orking day transaction.
6. Wait for the result of the documents review and notice of validation assessment.	6.1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance	None	2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



	Field Office -	National Capital Region
with the set		
standards.		
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.		
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iv. The SWDA		
must have a		
financial		
capacity to		
operate for at		
least two (2)		
years.		
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v. Applicant		
keeps record of		
all social		
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Note: Criteria iv		
and vi are only		
applicable for		
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to application for		
License to		
Operate.		
6.2.1 If		
Complete and		
compliant, an		
Acknowledgment		
Letter and		
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	Notification on the proposed schedule on the conduct of Validation Visit shall be prepared 6.2.2 If found incomplete or non-compliant, the Acknowledgeme nt 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 Acknowledgeme nt Letter including its attachments.		2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section Ms. Roselle M. Rentoza PO IV, PPD Atty. Michael Joseph M. Lorico Regional Director –
7. Confirm the Availability on the proposed validation Visit	7.1 For those with requirements that are complete and compliant, Confirmation of Validation Visit.		30 minutes	Ms. Chourie Lou-An
8. Assist the Assessor during the conduct of Validation visit	8.1 Conduct of Validation visit	None	1 working day per agreed schedule	Digneneng PDO III – Standards Section
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	Ms. Chourie Lou-An Digneneng



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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,			PDO III – Standards Section
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
unfavorable, review and approval of the Confirmation Report.		Unfavorable: 2 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
10.7 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.	None	Unfavorable: 2 working days	Atty. Michael Joseph M. Lorico Regional Director – FO NCR
10.8 Send the Confirmation Report and notify the availability of the Certificate of License to Operate for	None	1 working day (depending on the choice of the applicant)	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



	release through various means per preference indicated in the application form. (Direct pick-up or courier)			
For Complete and Co	·	P1,000	20 wo	orking days
For Incomplete Subm	ission:	None	17 wo	orking days
Processing Procedure Courier:	es of Applications	submitted	at Standards Sec	ction through Mail/
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section
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	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



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or related facility		
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(e.g. Situational)		
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ii. Applicant has		
employed a		
sufficient number		
of duly qualified		
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workers to		
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iii. Applicant must		
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percent (70%) of		
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disbursed for		
direct social work		
services while		
thirty percent		
(30%) of the		
funds are		
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administrative		
services. The		
SWDA must		
have a financial		
capacity to		
operate for least		
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two (2) years.		
iv Applicant		
iv. Applicant		
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	those SWDAs			
	that are already			
	in operation prior			
	to application for			
	Licensure to			
	Operate.			
	2.2 If complete			
	and compliant,			
	and compliant,			
	Acknowledgeme			
	nt 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			
	Acknowledgeme			
	nt 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	If found both			
processing fee.	complete and			
	compliant, notify			
	the Applicant			
	Organization that			
	they have to			
	settle their			
	processing fee.			Ms. Chourie Lou-An
		4 000	AF anima (c.)	Digneneng
	Inform the	1,000	15 minutes	PDO III – Standards
	applicant			Section
	organization that			
	the processing of			
	the application			
	shall start once			
	they have paid			
	the required fees			
	and provided the			
	Land provided the			



	Standards Section the copy of the Official Receipt. Field office: The Support Staff shall prepare Billing statement and instructs applicant to proceed to Field Office Cashier Section.			
	Note: The processes shall only take place once the applicant organizations settle its payment.			
4. Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following: * Scanned copy of the official Receipt to the 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	4.1 Acknowledge the copy of Official Receipt from the SWDA 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.	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	5.1 Provide the applicant Organization the Customer's Feedback Form	None	5 minutes	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



Note: Applications rece	eived after 3:00 pm si	hall be cons	sidered as a next w	orking day transaction.
6. Wait for the result of the documents review and notice of validation assessment.	6.1. Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: i. In case a new applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer. ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards. iii. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work	None	2 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



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services wh	nile		
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(30%) of th			
funds are	6		
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services.			
iv. The SW	DA		
must have	a		
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to operate	for		
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(2) years.	1110		
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and/or welf	are		
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Validation V	/isit		
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checklist of			
requiremen			
be secured			
complied.			
will be sent	to the		



	applicant SWDA together with all the application documents submitted.			
	6.4 Review and approval of the Acknowledgeme nt Letter including its			Ms. Chourie Lou-An Digneneng PDO III – Standards Section
	attachments.		2 working days	Ms. Roselle M. Rentoza PO IV, PPD
				Atty. Michael Joseph M. Lorico Regional Director – FO NCR
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	Ms. Chourie Lou-An Digneneng
8. Assist the Assessor during the conduct of Validation visit	8.1 Conduct of Validation visit	None	1 working day per agreed schedule	PDO III – Standards Section
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 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.	None	3 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section



TOTAL Compliant: For Incomplete Submission:		None		rking days rking days	
For Complete and		1,000	20	ulcius ar alessa	
		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
		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
		10.5 If unfavorable, review and approval of the Confirmation Report.		Unfavorable; 7 working days	PO IV, PPD Atty. Michael Joseph M. Lorico Regional Director – FO NCR
		10.4 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.		Favorable; 8 working days	Ms. Chourie Lou-An Digneneng PDO III – Standards Section Ms. Roselle M. Rentoza

^{*}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.