

## LICENSING OF SOCIAL WELFARE AGENCIES (SWAS) FOR WALK-IN APPLICANTS OR SUBMISSION THROUGH SNAIL MAIL (COURIER) OR ELECTRONIC MAIL

It refers to the process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Welfare Agency. A License to Operate shall be issued after having complied with the criteria and all prescribed requirements.

<b>Office or Division</b>	Standards Section
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen G2B – Government to Business
<b>Who may avail</b>	All Social Welfare Agencies (SWAs)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>INTENDING TO OPERATE</b>	
Accomplished Application Form	Applicant
Certification of Plan to hire the required Registered Social Worker (RSW) or staff complement or Profile of Employees and volunteers	Applicant
Manual of Operation/Handbook	Applicant
Profile of Board of Trustees	Applicant
Certified True Copy of General Intake Sheet issued by Security and Exchange Commission (SEC)	Applicant
Notarized certification from the Board of Trustees and/or the funding agency to financially support the organization's to operate for at least two (2) years	Applicant
Work and Financial Plan for the two (2) succeeding years	Applicant
<b>IMPLEMENTING PRIOR TO ITS APPLICATION</b>	
Accomplished Application Form	Applicant
Manual of Operation/Handbook containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others	Applicant
Profile of Board Trustee  1. At least one (1) RSW to supervise and take charge of its social work functions for residential care agencies and community-based agencies that cater to	Applicant

<p>beneficiaries that require social case management</p> <p>2. For residential care facilities, to observe the caseload requirement of client ratio of the social worker and house parent</p> <p>3. For applicant organization, implementing community development or community organizing, any of the following shall be hired in full-time basis per region:</p> <p>a. Graduate of Bachelor's degree in Social Work or Community Development; or</p> <p>b. Other allied professionals</p>	<p>Applicant</p> <p>Applicant</p>
Certified True Copy of General Intake Sheet issued by SEC	Applicant
Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application	Applicant
ABSNET Membership	Applicant
Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)	Applicant
Duly signed Work and Financial Plan for the next two (2) succeeding years	Applicant
Notarized Certification from the Board of Trustees and/or funding agency to financially support the organizations to operate for at least two (2) years	Applicant
Annual Accomplishment Report previous year	Applicant
Audited Financial Report of the previous	Applicant

year	
Profile of Clients served for the preceding and current year	Applicant
<b>OPTIONAL/ADDITIONAL REQUIREMENTS (BOTH FOR INTENDING AND ALREADY OPERATING)</b>	
<b>Basic documents for those operating in more than one region</b>	
<b>Basic documents for those operating in more than one region</b>	
List of main and satellite/branch offices, if any	Applicant
<b>For applicant SWA's implementing Child Placement Services</b>	
Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.	Applicant
<b>Documents establishing corporate existence and regulatory compliance</b>	
For those operating in more than one region, validation report from concerned DSWD Field Office or Certification from Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction	Applicant
For residential care and community based with facility	
1. Copy of the Occupancy Permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)	Applicant
2. Fire Safety Inspection Certificate	Applicant
3. Water Potability Certificate or Sanitary Permit	Applicant
For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the	Applicant

rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)				
For applicant with past and current partnership with the DSWD that involves transfer of funds  Certification from DSWD and/or other concerned government agencies that the applicant is free from any financial liability/obligation		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Secure application form through the DSWD official website or through staff of the Standards Section	1. Provide client application form and checklist of requirements	None	30 minutes	Administrative Assistant
2. Submit application form and supporting documents	2. Receive the application form and supporting documents	None	2 minutes	Administrative Assistant
	2.1. Review the completeness of submitted application form and documentary requirements  Note: If application and documentary requirements of walk-in applicants are not complete, the same are returned to the applicant with list of requirements not complied with.  For submission via snail mail or email, applicants be informed through written notice signed the Regional Director with list of	None	1 hour	Technical Staff

	requirements not complied with. Application documents shall be returned to the applicant			
	2.2. Advise applicant to pay the processing fee		20 minutes	Cashier
3. Pay processing fee	3. Issue Official receipt (OR)	Php 1,000.00	20 minutes	Cahier
4. Await for the disposition of the application	4. Advise the applicant to return on after three (3) working days.	None	2 minutes	Administrative Assistant
	4.1. Assess the submitted documentary requirements in terms of accuracy and compliance	None	1 working day	Technical Staff Section Head Division Chief
5. Provide schedule for the On-Site Assessment Visit	5. Conduct On-Site Assessment Visit based on the agreed schedule	None	1 working day (excluding travel time)	Technical Staff
6. Await for the result of the On-Site Assessment visit	6. Prepare Confirmation Report and recommend issuance of Certification  Note: Applicant shall be informed of the areas for compliance together with SWDAs Action Plan	None	3 working days	Technical Staff
	6.1. Review Confirmation Report	None	5 working days	Section Head Division Chief
	6.2. Endorse Confirmation Report and License Certificate for approval and signature of the Regional Director	None	3 minutes	Administrative Staff
	6.3. Approve Confirmation Report	None	2 working days	Officer-in-Charge

	and License Certificate			
5. Receive the Confirmation Report and Registration Certificate	5. Notify the applicant of the approval and availability of Registration Certificate  Note: The applicant shall be advised of the mode of release of the Confirmation Report and Registration Certificate (direct pick-up, courier or through awarding ceremonies)	None	1 working day	Administrative Staff
	<b>TOTAL</b>	Php 1,000.00	13 working days, 2 hours and 17 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the Feedback Form available at the Standards Section or at PACD Desk located at DSWD Field Office No. 02 lobby.  Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a>
How feedbacks are processed	Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.  For status of query/clarification, please contact the following:  Telephone: (078) 304 – 1004 Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a>
How to file a complaint	Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.  You may also file your complaint through telephone or via email with the following details: <ul style="list-style-type: none"> <li>• Your Name and contact details</li> </ul>

	<ul style="list-style-type: none"> <li>• Transaction with Standards Section</li> <li>• Name of Person complained of</li> <li>• Reason for complaint</li> <li>• Evidence/s, if any</li> </ul> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004  Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>
How complaints are processed	<p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/ clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p> <p>Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004  Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>