

## REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES FOR WALK-IN APPLICANTS OR SUBMISSION THROUGH SNAIL MAIL (COURIER) OR ELECTRONIC MAIL

It refers to the process of assessing the applicant organization to determine whether its intended purpose is within the purview of SWD where the determination of the same shall result to the inclusion of the organization in the Department's registry of SWDAs. A Certificate of Registration shall be issued after having complied with all the prescribed requirements.

|  |  |   |                                  |                           |
|--|--|---|----------------------------------|---------------------------|
| <b>Office or Division</b>  | Standards Section  |   |                                  |                           |
| <b>Classification</b>  | Highly Technical   |   |                                  |                           |
| <b>Type of Transaction</b>   | G2C – Government to Citizen                                      |   |                                  |                           |
| <b>Who may avail</b>   | All private Social Welfare and Development agencies              |   |                                  |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                                  |                           |
| Accomplished Application Form  |  | Downloaded via <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a> or available in the Standards Section |                                  |                           |
| 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 |  | Applicant   |                                  |                           |
| Copy of the Handbook or Manual Operations of its programs, policies and procedures to its purpose  |  | Applicant   |                                  |                           |
| Duly signed Work and Financial Plan for at least two (2) years   |  | Applicant   |                                  |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESING TIME (RA 11032)</b> | <b>RESPONSIBLE PERSON</b> |
| 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 and supporting documents   | 2. Receive the application documents and supporting documents    | None  | 2 minutes                        | Administrative Assistant  |
|  | 2.1. Review the completeness of submitted application            | None  | 45 minutes                       | Technical Staff           |

|   |   |              |               |                          |
|---|---|--------------|---------------|--------------------------|
|   | <p>form and documentary requirements</p> <p>Note:<br/>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.</p> <p>For submission via snail mail or email, applicants be informed through written notice signed the Regional Director with list of requirements not complied with. Application documents shall be returned to the applicant</p> |              |               |                          |
|   | 2.2. Advise applicant to pay the processing fee   | None         | 1 minute      | Administrative Assistant |
| 3. Pay processing fee                           | 3. Issue Official receipt (OR)  | Php 1,000.00 | 20 minutes    | Cahier                   |
|   | 3.1. Photocopy OR   | None         | 1 minute      | Administrative Assistant |
| 4. Await for the disposition of the application | 4. Advise the applicant to return on after seven working (7) 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          |
|   | 4.2. Prepare Confirmation Report  | None         | 1 working day | Technical Staff          |

|   |   |              |                               |                                 |
|---|---|--------------|-------------------------------|---------------------------------|
|   | with recommendation of issuance of Registration Certificate   |              |                               |                                 |
|   | 4.3. Review Confirmation Report   | None         | 1 working day                 | Section Head and Division Chief |
|   | 4.4. Prepare Registration Certificate   | None         | 15 minutes                    | Administrative Assistant        |
|   | 4.4. Endorse Confirmation Report and Registration Certificate to the Office of the Regional Director  | None         | 15 minutes                    | Administrative Staff            |
|   | 4.5. Sign and approve Confirmation Report and Registration Certificate  | None         | 1 working day                 | Officer – in – Charge           |
|   | 4.6. Entry SWDA to the SS-SWDAs database  | None         | 5 minutes                     | Administrative Staff            |
| 5. Receive the Confirmation Report and Registration Certificate | 5. Notify the applicant of the approval and availability of Registration Certificate<br><br>Note:<br>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 | 7 working days and 27 minutes |                                 |

## Feedback and Complaints

| <b>FEEDBACK AND COMPLAINTS MECHANISMS</b> |  |
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| How to send feedback                      | <p>Kindly accomplish the Feedback Form available at the Standards Section or at PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004<br/>Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>  |
| How feedbacks 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>For status of query/clarification, please contact the following:</p> <p>Telephone: (078) 304 – 1004<br/>Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>   |
| How to file a complaint                   | <p>Kindly accomplish the Feedback Form available at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> <li>• Your Name and contact details</li> <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<br/>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<br/>Email: <a href="mailto:fo2@dswd.gov.ph">fo2@dswd.gov.ph</a></p>  |