



**DEPARTMENT OF SOCIAL WELFARE
AND DEVELOPMENT**

FIELD OFFICE NO. 02

**CITIZEN'S CHARTER
2021 (3rd Edition)**



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AND DEVELOPMENT**

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I. Mandate:

To provide assistance to Local Government Units (LGUs), non-government organizations, other national government agencies, people's organizations and other members of civil society, in effectively implementing programs, projects and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life¹.

To implement statutory and specialized programs which are directly lodged with the Department and/or those not yet devolved to Local Government Units (LGUs)²

II. Vision:

The Department of Social Welfare and Development envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just and peaceful society.

III. Mission:

To lead in the formulation, implementation and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

IV. Service Pledge:

We are committed to provide you quality, prompt and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M. without noon breaks.

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reasons should we not be able to complete within the day the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities and personnel.

The Officers-in-charge of our frontline services shall be available at all times for consultation and advice

All these we pledge for the best interest of the clients/customers we serve.

¹ Executive Order No. 5 series of 1998

² Executive Order No. 221 series of 2003

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PROTECTIVE SERVICES DIVISION

Frontline Services

1. FINANCIAL ASSISTANCE (OUTRIGHT CASH) TO INDIVIDUALS IN CRISIS SITUATION

It refers to the provision of financial assistance as well as counselling, referral for psychological and legal service to disadvantaged and marginalized sectors. These services aim to help individuals and families to cope with the difficult situation they are presently experiencing such as illness, death, natural and man-made calamities, loss of job or source of income brought about by the Coronavirus Disease 2019(COVID-19).

Office or Division	Crisis Intervention Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Individuals and/or families who are indigent vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker. Availment is every after three (3) months
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Outright Cash (Php 10,000.00 – below)	
Medical Assistance	
Case Study Report that the client is in crisis situation, for availment of services more than P5,000.00.	Local Social Welfare and Development Officer or Medical Social Worker
Certificate of Indigency or Certificate of Residency or certificate that the client is in need of assistance maybe required	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement/Medical certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the Attending Physician (issued within 3 mos.)	Attending Physician from hospital/clinic or from Medical Records
Prescription/assistive devices/Hospital Bill/Laboratory Request/ with date of issuance, complete name, signature and license number of the attending physician (issued within 3 mos.)	Attending Physician, billing clerk from hospital/clinic or from Medical Records
Burial Assistance	
Certificate of Indigency or Certificate of Residency or certificate that the client is in need of assistance maybe required	Barangay where client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, Pag-IBIG, COMELEC, NBI, DFA and among others
Death Certificate or Certification from the tribal Chieftain(for IPs), Imam(for Moro) or Doctor or authorized medical	Local Civil Registrar/Chieftain/Imam

practitioner, in the absence of death certificate	
Funeral Contract(except for Muslim and IPs performing customary practices	Funeral Homes
For transfer of cadaver Death Certificate or Certification from the tribal Chieftain(for IPs), Imam(for Moro) or Doctor or authorized medical practitioner, in the absence of death certificate Transfer permit(except for Muslim and IPs performing customary practices	Local Civil Registrar/Medical practitioner/Chieftain/Imam
Educational Assistance Elementary & High school – once every school year Senior High and College – once every semester	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance maybe required	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Enrolment/Registration form	School where the student is presently enrolled
School assessment for College Students, when available	School where the student is presently enrolled
School ID	School where the student is presently enrolled
Food Assistance	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance maybe required	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement	Attending Physician from hospital/clinic or from Medical Records
Transportation Assistance (to be availed once a year)	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance as maybe required	Local Social Welfare and Development Office
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Police Blotter	Police Station
Cash Assistance for other support services(once every applicable incident)	
Any valid identification card of the client	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Depending on the circumstance of the	

client:				
Police report or BFP Certification for fire victims		PNP Station/BFP Office where the client is residing		
Passport, Travel documents, Certification from OWWA or the Barangay or any proof of repatriation by the distressed overseas Filipino		DFA/OWWA		
Certification from the Social Worker or Case Manager for rescued clients or is in need of assistance		Local Social Welfare and Development Office		
Police blotter and Social Worker certificate for victims of online sexual exploitation of children or violence against women and children		PNP/Local Social Welfare and Development Office		
LOCALLY stranded individuals(LSIs)				
For LSIs without valid IDs, Medical Certificate or the Travel Authority issued by the Philippine National Police		MHO/PNP		
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 documents from legal authorities/regulating agencies, as may be applicable		Legal authorities/Barangay where the client is residing		
PROVISION OF PPE (once every three months)				
RT-PCR Test Result		Attending Physician from hospital/clinic or from Medical Records		
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance as well as other documents from legal authorities/regulating agencies		Barangay where the client is residing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Proceed to the Guard and sign in the Logbook and secure Queuing Number	1. Assist the client in signing in the Logbook.	None	1 minute	Guard on Duty
	1.1. Give queuing number to the client	None	1 minute	Guard on Duty
2. Proceed at the Crisis Intervention Section for the review of documents presented	2. Verify the authenticity and completeness of client's documents Note: If documents are	None	1 minute	Social Welfare Aide or Administrative Assistant II

	incomplete, the Officer-on-Duty shall advise the client to complete the lacking documents			
3. Proceed in the verification	<p>Verify the name of the client in the Online Crisis Intervention Management System (CRiMS)</p> <p>Note: If the client already received the same assistance within 3 months, the Social Worker shall request the client to return on the scheduled date and bring updated documents.</p>	None	1 minute	Social Worker
4. Proceed in the interview and assessment	4. Take photo of the client	None	1 minute	Social Worker
	4.1. Gather accurate and information of the client	None	4 minutes	Social Worker
	<p>4.2. Assess the amount to be extended through outright cash or Guarantee Letter</p> <p>Note: If recommended for Guarantee Letter, the client shall be given Guarantee Letter to be approved by the Regional Director/Officer-in-Charge</p>	None	5 minutes	Social Worker
5. Sign Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll	5. Prepare Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll	None	5 minutes	Social Worker
	TOTAL	None	19 minutes	

2. FINANCIAL ASSISTANCE (GUARANTEE LETTER) TO INDIVIDUALS IN CRISIS SITUATION

It refers to the provision of financial assistance as well as counselling, referral for psychological and legal service to disadvantaged and marginalized sectors. These services aim to help individuals and families to cope with the difficult situation they are presently experiencing such as illness, death, natural and man-made calamities, loss of job or source of income brought about by the Coronavirus Disease 2019(COVID-19).

Office or Division	Crisis Intervention Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Individuals and/or families who are vulnerable, disadvantaged or otherwise in crisis situation based on the assessment of the Social Worker
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
GUARANTEE LETTER (Php 10,001.00-P150,000.00)	
Medical Assistance (Once every three(3) months)	
Case Study Report that the client is in crisis situation	Local Social Welfare and Development or Medical Social Worker
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance	Barangay where the client is residing
Any Government issued id	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Confinement/Medical certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician (issued within 3 mos.)	Attending Physician from hospital/clinic or from Medical Records
Hospital Bill/Statement of Accounts/Outstanding balance with complete name and signature of the Billing Clerk	Billing Clerk from hospital/clinic or from Medical Records
Burial Assistance	
Certificate of Indigency or Certificate of Residency or Certificate of the client is in need of assistance maybe required	Barangay where client is residing
Any valid Government issued ID	Government agencies issuing identification card (SSS, Philhealth, LTO, Pag-IBIG, COMELEC, NBI, DFA and among others
Death Certificate or Certification from the tribal Chieftain(for IPs), Imam(for Moro) or Doctor or authorized medical practitioner, in the absence of death	Local Civil Registrar/Medical practitioner/Chieftain/Imam

certificate				
Funeral Contract(except for Muslim and IPs performing customary practices		Funeral parlor		
For transfer of cadaver Death Certificate or Certification from the tribal Chieftain(for IPs), Imam(for Moro) or Doctor or authorized medical practitioner, in the absence of death certificate Transfer permit(except for Muslim and IPs performing customary practices		Local Civil Registrar/Medical practitioner/Chieftain/Imam		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Proceed to the Guard and signs in the Logbook and secure Queuing Number	1. Assist the client in signing in the Logbook.	None	1 minute	Guard on Duty
	1.1. Give queuing number to the client	None	1 minute	Guard on Duty
2. Proceed at the Crisis Intervention Section for the review of documents presented	2.Verify the authenticity and completeness of client's documents Note: If documents are incomplete, the Officer-on-Duty shall advise the client to complete the lacking documents	None	1 minute	Social Welfare Aide or Administrative Assistant II
3. Proceed in the Verification phase	Verify the name of the client in the Online Crisis Intervention Management System (CRIMS) Note: If the client already received the same assistance within 3 months, the Social Worker shall request the client to return on the scheduled date with updated medical certificate and prescription.	None	1 minute	Social Worker
4. Proceed in the	4. Take photo of the	None	2 minutes	Social Worker

Interview and Assessment	client.			
	4.1. Gather accurate data and information of the client	None	10 minutes	
	4.2. Assess the amount to be extended	None	8 minutes	
5. Sign Certificate of Eligibility and General Intake Sheet	5. Prepare Certificate of Eligibility, General Intake Sheet and Guarantee letter for approval of the Regional Director	None	5 minutes	Social Worker
6. Return to CIU once Guarantee Letter is approved by the Regional Director	6. Notify client to receive the approved Guarantee Letter.	None	1 minute	Social Worker
	TOTAL	None	29 minutes	

3. FOR ISSUANCE OF CERTIFICATION DECLARING A CHILD LEGALLY AVAILABLE FOR ADOPTION (CDCLAA)

The Certification Declaring a Child Legally Available for Adoption (CDCLAA) is document signed by the DSWD Secretary or his/her duly authorized representative, administratively declaring the child legally available

Office or Division	PROTECTIVE SERVICES DIVISION
Classification	HIGHLY TECHNICAL
Type of Transaction	G2C-GOVERNMENT TO CITIZEN; G2G-GOVERNMENT TO GOVERNMENT
Who may avail	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities; Court Social Workers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Abandoned and Foundling Children :	
Letter of Recommendation to the DSWD Secretary	ARRS/DSWD-FO2
Petition	RCFs/CCAs/LGUs
Case Study Report	RCFs/CCAs/LGUs
Written Certification from radio/TV Station	RCFs/CCAs/LGUs
One newspaper publication	RCFs/CCAs/LGUs
Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	RCFs/CCAs/LGUs
Birth/Foundling Certificate	RCFs/CCAs/LGUs
Child's Profile (for foundling children)	RCFs/CCAs/LGUs
Recent photograph	RCFs/CCAs/LGUs
Photograph of the child upon admission/abandonment	RCFs/CCAs/LGUs
Notice of Petition	ARRS/DSWD-FO2
Certificate of Posting	ARRS/DSWD-FO2
For surrendered Cases:	
Letter of Recommendation to the DSWD Secretary	ARRS/DSWD-FO2
Case Study Report	RCFs/CCAs/LGUs
Notarized Deed of Voluntary Commitment/ Certificate of Authority for Notarial Act (for the notarized DVC)	RCFs/CCAs/LGUs
Birth Certificate	RCFs/CCAs/LGUs
Recent whole body photograph	RCFs/CCAs/LGUs
Photograph of the child upon relinquishment/admission to agency	RCFs/CCAs/LGUs

For Neglected/Abuse Children				
Letter of Recommendation to the Secretary		ARRS/DSWD-FO2		
All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents				
<p>Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.</p> <p>1. Copy of the ID used by the child's birth parents/relatives or those exercising substitute parental authority in default of child's birthparent/s in signing the DVC.</p> <p style="text-align: center;">Family Code, Chapter 2: Substitute and Special parental Authority</p> <p>Article 216. In the default of parents or a judiciary appointed guardian, the following person shall exercise substitute parental authority over the child in the order indicated:</p> <ol style="list-style-type: none"> a. The surviving grandparent, as provided in Art. 214; b. The oldest brother or sister, over twenty-one years of age, unless unfit or disqualified, and; c. The actual custodian, over twenty-one years of age, unless unfit or disqualified. <p>Whenever the appointment or a judicial guardian over the property of the child becomes necessary, the same order of preference shall be observed.</p> <ol style="list-style-type: none"> 2. Death Certificate of Birth Parent/s (if deceased) 3. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged) 4. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition 5. Copy of marriage certificate or Certificate of No Marriage (if necessary) 6. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases) 7. Birth Certificate of the child's birthmother (if the DVC was signed by the child's maternal grandparents/s to establish the relationship of the child's birth mother and maternal grandmother) 8. Affidavit of Discrepancy signed by the child's birth mother (if the signature of the birthmother in the birth certificate and DVC are different as well as the child's birth order in the Birth Certificate was incorrect) 9. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother) 10. Certificate of Authority for a Notarial Act (CANA) for surrendered cases 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
Field Office				

For Abandoned/Dependent/Foundling Children:				
DSWD ARRS				
1. DSWD residential care facilities/child caring agencies/Local Social Welfare Office endorse the Petition and supporting documents to Field Office	<p>The Adoption Resource and Referral Section shall review and examine the petition and its supporting document to determine if sufficient in form and substance</p> <p>If found insufficient, ARRS shall return the dossiers to RCFs/CCAs/LGUs concerned for completion and proper revisions.</p>	no fees	3 working days	ARRS
	<p>Posting of Notice of Petition with a picture of the child in conspicuous places in the locality where the child was found at least 5 consecutive days</p> <p>The Head of Local Social Welfare and Development Office will issue a Certificate of Posting as effect.</p>	no fees	5 days posting	ARRS
	Upon completion of Posting, the Regional Director shall render his/her recommendation	N/A	5 working days	ARRS

	on the petition.			
	The Regional Director through the Adoption Resource and Referral Section shall forward original copy of the dossier DSWD-PMB	N/A	2 working days	ARRS
	Total	None	15 days	
For Surrendered Children				
	The ARRS shall review the Application together with the supporting documents If found insufficient, ARRS shall return the dossiers to RCFs/CCAs/LGUs concerned for completion and proper revisions.	N/A	3 working days	ARRS
	The Regional Director shall render recommendation on the Application	N/A	5 working days	
	The Regional Director through the Adoption Resource and Referral Section shall forward original copy of the dossier DSWD-PMB	N/A	2 working days	ARRS
	Total	None	10 days	
For Neglected/Abuse Cases				
	the ARRS shall review the Petition together with the supporting documents	N/A	3 working days	ARRS
	The Regional	N/A	5 working days	

	Director shall render recommendation on the Petition			
	The Regional Director through the Adoption Resource and Referral Section shall forward original copy of the dossier DSWD-PMB	N/A	2 working days	ARRS
	TOTAL	None	10 days	

4. ISSUANCE OF TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD (MTA)

It refers to the issuance of Travel Clearance for minors traveling abroad for minors, who are below 18 years old, who want to travel abroad alone, without any his/her parent or legal guardian.

Office or Division	Minor Travelling Abroad Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Filipino Minors Travelling Abroad
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For minors travelling alone to a foreign country for the first time	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via www.dswd.gov.ph
LSWDO/SWAD Social Worker's Assessment when necessary	Local Social Welfare and Development where the minor resides
PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
Photocopy of 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	Philippine Statistics Authority; court which handled the Legal Guardianship petition; Shariah Court or Religious Leader
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 ID issued abroad, if parents are working abroad.	Law Office and Notarized at the place where the minor resides/Philippine Embassy (if minors parent/s are abroad)
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g. Certificate of Employment, Latest Income Tax Return, Bank Statement, etc	Applicant
Certified True Copy of the Death Certificate (for deceased parent/s of SECPA)	Applicant
Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
For succeeding travel of unaccompanied minor or travelling alone	

Duly accomplished Application Form	DSWD Field Offices or can be downloaded via www.dswd.gov.ph
Notarized Affidavit or Written Consent of both parents, the Solo parent and the legal guardian, whichever, is applicable, with copy of valid ID with signature,	Law Office and Notarized at the applicants place of residents
Original copy of the previous Travel Clearance issued.	Applicant
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Unaccompanied Minor Certificate from the Airlines.	Airline Company
Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
Minor travelling for the FIRST TIME with persons other than the parents or legal guardian	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via www.dswd.gov.ph
Copy of the PSA issued birth certificate of the minor	Philippine Statistical Authority
Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature	Law Office and Notarized at the applicants place of residents
Copy of Marriage Certificate for Minor's parents (SECPA), Solo Parent ID, for solo parents, Court Decree of Separation, Annulment or Divorce, for illegitimate minors, CENOMAR from PSA in case of deceased parent/s copy of the Death Certificate	PSA, Local Science Welfare and Development Office (for the Solo Parents ID); Family Court
Two (2) original colored passport size photo of the minor (in White, Red or Blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Photocopy of the passport of the travelling companion.	Minor's Traveling companion
Minors travelling subsequently with persons other than the parents or legal guardian	
Duly accomplished Application Form	DSWD Field Offices or can be downloaded via www.dswd.gov.ph
Original copy of the previous Travel Clearance issued	Applicant
Notarized affidavit or written consent of	Applicant

both parents or solo parent or legal guardian attached with valid identification card with specimen signature	
Two (2) original colored passport size photo of the minor (in white, red or blue background) taken within the last 6 months. No scanned picture is allowed.	Applicant
Photocopy of the passport of the travelling companion	Minor's travelling companion
Additional requirements under special circumstances	
For Filipino Minors Migrating To Another Country	
Visa petition approval	Applicant
For Minors Studying Abroad	
Acceptance or certificate of Enrolment or Registration from the school where minor is to be enrolled	Applicant
For Minors Who Will Attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day And Other Related Activities	
Certificate from sponsoring organization	Sponsoring Organization
Affidavit of undertaking of companion indicating the safety measures undertaken by the sports agency (for sports competition)	Sports Agency
Signed Invitation from the Sponsoring agency/ organization abroad with itinerary of travel and list of participants and duration of the activity/ travel	Sponsoring Organization
For Minors going Abroad For Medical Purposes	
Medical Abstract of the minor	Attending Physician
Recommendation from the attending physician that such medical procedure is not available in the country	Attending Physician
Letter from the Sponsors	Sponsor
For Minors going abroad for Inter-country Adoption	
Placement Authority Issued by ICAB	Inter-Country Adoption Board
Authority to escort issued by ICAB	Inter-Country Adoption Board
Minors Under Foster Care	
Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent
Notarized Affidavit of Consent from the Regional director or Authorized Representative	Officer-in-Charge
Photocopy of Placement Authority	Applicant
Photocopy of Foster Care License of the Family	Applicant
DSWD Certification of the CDCLAA except those under Kinship Care	DSWD

Return Ticket	Applicant			
For minor's Under Legal Guardianship				
Certified True copy of the Court Order on Legal Guardianship	Court			
For a minors whose Parent/s are Seafarers				
Certification from the Manning Agency attesting to the parents employment	Applicant			
Photocopy of the Seaman's Book of parents	Applicant			
For minor with alleged missing parent/s				
Social Case Study Report executed by a Licensed Social Worker of the Local government unit.	Local Social Welfare and Development Office			
Blotter report from either the local police or barangay certification from the locality or the last known address of the alleged missing	Local Police or Barangay of the alleged missing parent/s last known address			
One (1) returned registered mail to the last known address of the alleged missing parent(s) or known relative(s)	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Fill up Application Form	1.1. Issuance of Service Sequence Number	None	2 minutes	Officer of the Day
	1.2. Encoding of the client's information in the Online Spread sheet	None	3 minutes	Officer of the Day
2. Submit documents to the Social Worker to ensure completeness of documents	2. Screening of Documents /Check the presented documentary requirements are complete. If not the client will be asked to comply.	None	5 minutes	Social Worker
3. Provide necessary detail/information for verification of the Social Worker	3. Interviews and conduct assessment of the application	None	5 minutes	Social Worker
	3.1. Recommend approval or disapproval of the application by the Signing Authority	None	5 minutes	Social Worker
4. Await for the disposition of the application	4. Approve/ disapprove the application	None	5 minutes	Social Worker/Supervis or

	4.1. If approved, issue Claim Stub schedule of release (minimum of 1 day processing and maximum of 3 days processing)	None	1-3 working days	Social Worker
	4.1.1. If disapproved, counselling/explain reason for disapproval of application. Note: CO-PMB shall be notified on the disapproved application	None	15 minutes	Social Worker
	4.1.2. If exempted, prepares Certificate of Exemption for approval of the Regional Director	None	10 minutes	Social Worker
5. Pay and receive official receipt of payment	5. Receive payment and issue official receipt to the applicant on payment received	Php 300.00 for 1 year validity Php 600.00 for 2 years validity	3 minutes	Cashier
	5.1. Sign/approve the Clearance or Certificate of Exemption for exempted applicants	None	5 minutes	Officer-in-Charge
6. Receive Travel Clearance Certificate or Certificate of Exemption	6. Release Travel Clearance Certificate or Certificate of Exemption	None	5 minutes	Administrative Staff
	TOTAL	Php 300.00 for 1 year validity Php 600.00 for 2 years validity	1 hour and 3 minutes	

* Social worker may require additional documents from the applicants as basis of assessment whether or not the minor's travel will not constitute trafficking, exploitation and abuse

5. SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS (SPISC)

The Social Pension for Indigent Senior Citizens (SPISC) is in compliance to the Republic Act No. 9994 or the “Expanded Senior Citizens Act of 2010” which institutionalizes 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	Program Management Bureau - Sectoral Programs Division			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government ; G2C-Government to Citizen			
Who may avail:	Indigent senior citizens who are: a. 60 years old and above indigent senior citizens who are frail, sickly, bedridden or with disability; b. No permanent source of income c. No regular support from family or relatives d. No pension from GSIS, SSS, PVAO and other insurance agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID or any Valid ID		OSCA at Local Government Unit, Government Agency issuing Government ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office for Senior Citizens Affairs (OSCA) or Local Social Welfare and Development Office (LSWDO) and ask for a Social Pension Application Form	1. Provide a copy of the Social Pension Application Form to the senior citizen	None	5 minutes	<ul style="list-style-type: none"> C/MSWDO Officer or OSCA Head
2. Fill-up the Social Pension Application Form	2. Assist the senior citizens in filling-up of the Social Pension Application Form	None	5 minutes	Senior Citizen OSCA Head LSWDO
3. Submit the filled-out Social Pension Application Form along with a photocopy of the OSCA ID or any	3.1 Accepts the filled-out Social Pension Application Form and photocopy of the valid ID	None	5 minutes	OSCA Head

other valid ID indicating the age of the senior citizens to the OSCA or LSWDO				
	3.2 Consolidate the list of potential beneficiaries along with the filled-out Social Pension Application Form submitted to the OSCA.	None	3-5 days after receipt of documents from the senior citizen	OSCA Head
	3.3 Certify the consolidated list of potential beneficiaries submitted by the OSCA Head and endorse to DSWD Field Office for assessment/ validation	None	3-5 days after receipt of the document from the OSCA Head	LSWDO
		None		DSWD Central Office
	3.4 Prepare the Assessment Report that will be reviewed by the Protective Services Unit (PSU) Head and will be recommended to the Regional Director for approval	None	Within 3 -5 working days after assessment	Social Pension focal SWO I or PDO I assigned per province DSWD Field Office
	3.5 Encode the final list of beneficiaries in the Social Pension Information System (SPIS)	None	Within 7 – 14 working days	DSWD Field Office
	Encode/ upload the consolidated validated list submitted to the DSWD CO for data cleansing and eligibility test Performs and runs eligibility tests to the received validated lists of beneficiaries			
	3.6 Endorse the approved final list of beneficiaries to the City/Municipal Mayor through the	None	Within days 7-14	DSWD Field Office

	OSCA Head and LSWDO for reference			
	3.7 Encode/ upload the consolidated validated list to the DSWD CO for data cleansing and eligibility test	None	Within 7 -14 working days	DSWD Field Office
	Notify the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program	None	Within 7-14 working days (in normal situation)	OSCA Head LSWDO
	Conduct of brief orientation to the qualified senior citizens about the Social Pension Program	None	15 minutes	DSWD Field Office
Conduct of pay-out	Inform the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout	None	3 days before the pay-out	DSWD Field Office
	Inform the beneficiaries of the date and venue of payout	None	5 days before the pay-out	OSCA Head LSWDO Barangay Senior Citizens Associations (BSCA)
	Total	None	20 days	

6. PROVISION OF CASH INCENTIVES FOR CENTENARIAN

Pursuant to Republic Act 10868 or the Centenarian Act, all Filipinos residing in the Philippines and abroad and upon reaching the age of 100, shall be honored with felicitation and Php 100,000.00

Office or Division	Centenarian Section – Protective Services Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Senior citizens who have reached the age of 100, whether residing in the Philippines or not, regardless of status of life.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General intake sheet, Certificate of eligibility and endorsement that the applicant have reached the age of one hundred		Municipal Social Welfare and Development Office		
Office of the Senior Citizen's Affairs (OSCA) ID		Applicant or to be provided by the family		
Birth certificate of applicant and of children registered before July 2016		Applicant or to be provided by the family		
Marriage certificate of applicant, passport, voters certificate or identification, SSS, GSIS, Philhealth, and old identification cards of applicant, medical and church records duly authenticated by the doctor/priest		Applicant or to be provided by the family		
Recent picture of applicant		Applicant or to be provided by the family		
If deceased applicant, additional document are death certificate, warranty of liabilities and special power of attorney		Applicant or to be provided by the family		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit supporting documents to Municipal Welfare and Development Officer (MSWDO). If the supporting documents are complete, MSWDO shall conduct home visitation and prepare General Intake Sheet,	1. Receive and review submitted supporting documents. If complete, responsible person process voucher for obligation. If not, responsible person shall inform MSWDO of the lacking documents.	None	1 hour	<i>Centenarian Focal Person</i>

<p>Certificate of Eligibility and Endorsement. MSWDO submit supporting documents to DSWD Field Office 02</p> <p>If supporting documents are incomplete, applicants shall be advised to complete supporting documents.</p>				
<p>2. Await for the awarding of the check, together with Centenarian Certificate and Felicitation Letter</p>	<p>2. Process Disbursement Voucher</p>	<p>None</p>	<p>1 working day</p>	<p><i>Centenarian Focal Person</i></p>
	<p>2.2. Endorse Disbursement Voucher to Financial Management Division for processing</p>	<p>None</p>	<p>within the day</p>	<p><i>Centenarian Focal Person</i></p>
	<p>2.3. Prepare check amounting to Php 100,000.00</p>	<p>None</p>	<p>7 working days</p>	<p><i>Regional Cashier</i></p>
<p>3. Receive check, together with Centenarian Certificate and Felicitation Letter</p>	<p>3. Award check, together with Centenarian Certificate and Felicitation Letter</p>	<p>None</p>	<p>5 minutes (exclusive of travel time)</p>	<p><i>Centenarian Focal Person</i> <i>Authorized DSWD Field Office 02 official</i></p>
TOTAL		<p>None</p>	<p>8 working days, 1 hour and 5 minutes</p>	

7. PLACEMENT OF ELIGIBLE CHILDREN FOR FOSTER CARE

The goal of the State is to provide a permanent home for every homeless child. A child who is in need of special protection may be placed in foster care as a preparation towards his/her eventual reintegration to biological parents or placement with an adoptive family.

Alternative family care has therefore become necessary particularly foster care to temporarily provide one-on-one family care to a child.

Office or Division	PROTECTIVE SERVICES DIVISION			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2C-GOVERNMENT TO CITIZEN; G2C-GOVERNMENT TO CITIZEN			
Who may avail	Licensed Foster Parents (Regular Children)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Child Study Report		Residential Center Facilities (RCFs), Child Caring Agencies (CCAs) and Local Government Unit Facilities (LGUs)		
Health and Medical Profile		Residential Center Facilities (RCFs), Child Caring Agencies (CCAs) and Local Government Unit Facilities (LGUs)		
Birth Certificate/Foundling Certificate/Child Profile		Residential Center Facilities (RCFs), Child Caring Agencies (CCAs) and Local Government Unit Facilities (LGUs)		
Recent Photograph		Residential Center Facilities (RCFs), Child Caring Agencies (CCAs) and Local Government Unit Facilities (LGUs)		
Psychological Evaluation for children five years old and above		Residential Center Facilities (RCFs), Child Caring Agencies (CCAs) and Local Government Unit Facilities (LGUs)		
School Records for children in school age		Residential Center Facilities (RCFs), Child Caring Agencies (CCAs) and Local Government Unit Facilities (LGUs)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submission of child/ren's dossiers to FO-ARRS by RCFs, CCAs and LGUs	ARRS Head reviews the completeness of information and attachments (applicable for CCAs and LGUs) If found to be incomplete, dossiers are returned for	Not applicable	2-3 days	Social Workers of RCFs/ CCAs/ LGU Facilities/ ARRS

	<p>enhancement, completion and finalization based on the comments and inputs of the ARRS Head.</p> <p>Note: For cases of RCFs, the dossiers of child/ren eligible for foster placement are being reviewed by the Regional Center Coordinator and approved by the Regional Director.</p>			
2. Return of enhanced dossier of child/ren eligible for foster placement to FO-ARRS	<p>If the dossier/s are found to be complete and substantial, ARRS Head or Social Workers will inform the handling social worker on the schedule of a matching conference for the preparation of powerpoint presentations.</p>	Not applicable	1-2 days	RCFs/ CCAs/ LGU Facilities/ ARRS
3. Presentation of child/ren's case during the Regional Matching Conference on Foster Care	<p>Facilitate and participate in the conduct of Regional Matching Conference on Foster Care.</p> <p>If matched, RCFs, CCAs and LGUs will wait for the Acceptance Letter from the Licensed Foster Parents.</p> <p>If not matched, child/ren's case will be presented again on the next Regional Matching Conference.</p>	Not Applicable	1 day	<p>Regional Child Welfare Specialist Group (RCWSG)</p> <p>RCFs/ CCAs/ LGU Facilities/ ARRS</p>

<u>If Matched:</u>				
4. Pre-discharge Conference (RCFs, CCAs and LGU Facilities) <i>Schedule of immersion and physical transfer of the to his/her licensed foster parents will be discussed during the pre-discharge conference.</i>	Inform the licensed foster parents and ensure their attendance during the pre-discharge conference.	Not applicable	1 day	RCFs/ CCAs/ LGU Facilities/ ARRS / Licensed Foster Parents
5. Immersion of the foster family in the center (RCFs and CCAs)	Ensure compliance of the licensed foster parents	Not Applicable	2-3 days	ARRS/RCFs/ CCAs/LGU Facilities/ Licensed Foster Parents
6. Discharge Conference /Physical Transfer/ Placement of the child to his/ her foster parents	Attend the discharge conference	Not Applicable	1 day	ARRS/RCFs/ CCAs/LGU Facilities/Licensed Foster Parents
7. Post Placement Supervisory Visit to foster child/ren for 3 consecutive months after his/her placement to his/her foster parents and the succeeding monitoring visits will be done bi-monthly	Conduct supervisory visits to foster child/ren to monitor their progress and address issues and concerns. Manages case/s of child/ren and determine their permanent placement (adoption, reintegration or for independent living).	Not applicable	Bi-monthly	ARRS/RCFs/ CCAs/LGU Facilities/ Licensed Foster Parents
	Total	None	15 days	

8. LICENSING OF FOSTER PARENTS

Licensed Foster Parents are considered a resource to children needing alternative family care as they provide unconditional love, nurturing and protection while waiting for their permanent placement. These families readily share their resources to help in attaining the utmost development of the children in their care.

Office or Division	PROTECTIVE SERVICES DIVISION			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT; G2C-GOVERNMENT TO CITIZEN			
Who may avail	PROSPECTIVE FOSTER APPLICANT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		client		
Medical Certificate		client		
Income Tax Return (ITR) or Certificate of Employment		client		
NBI Clearance or Police Clearance		client		
Barangay Certificate stating that the applicant is a resident of the barangay, length of his/her/their residences, and that he/she/they is/are of good moral character		client		
Recent photo and when applicable, his/her family		client		
Three (3) Character References		client		
Written consent from the biological children aged 10 years old and above		Applicant's children aged 10 years old and above, if any		
Such other document that the DSWD, Child Caring Agencies, or LGU may require		-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Inquiry thru Phone call/email/visit to the agency	Respond to queries of the applicant	N/A	30- 40 mins depending on the questions of applicants to be answered	ARRS Social Worker
2. Attendance to foster care forum through face to face or virtual platform	Issuance of certificate of attendance	N/A	1 day	ARRS Social Worker
3. Filing out Application Form	Assist applicant in the filling out of application form	N/A	15-30 mins.	Prospective Foster Parents and assigned Social Worker
4. Interview and assessment of the prospective foster applicant	Assigned Social Worker will assess the eligibility and capability of the prospective foster	N/A	1-2 days	Assigned Social Worker/ Prospective Foster Applicant

	applicant through home visit and collateral interviews. If found eligible, the Social Worker will facilitate the signing of the Foster Family Care License (FFCL)			
5. Securing of Documentary Requirements	Assigned Social Worker will prepare and submit the Home Study Report for approval of the Regional Director with the recommendation that the applicant/s will be licensed as foster parent.	N/A	1 Month from the time of application	Prospective Foster Parents/ assigned Social Worker/ Regional Director
6. Foster Applicant will be informed on the result of their application	The agency will send a letter informing the applicants on the result of their application.	N/A	1 day	Regional Director/ Assigned Social Worker
	TOTAL	None	26 days, 1 hour	

9. PROVISION OF ASSISTANCE TO CHILDREN IN NEED OF SPECIAL PROTECTION

It refers to the provision of financial assistance as well as provision of psychosocial support, counselling, referral for psychological and legal service if necessary to Children in Need of Special Protection. These services aim to help family with children who experience violence, abuse and exploitation; children in situations of commercial sexual exploitation; children in emergency and children with special needs to augment them for transportation in attending hearings, medical services, assistive device and other cash assistance to help the family for their children's welfare.

Office or Division	DSWD Field Office 02/Protective Services Division/ Community-Based/ Children Sector			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Family with children who experience violence, abuse and exploitation; children in situations of commercial sexual exploitation; children in emergency and children with special needs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Assistance for other support services(once every applicable incident)				
1. Social Case Study Report (Original Copy)	LSWDO			
2. Valid Identification	client			
3. Certificate of Indigency or Certificate of Residency	Barangay where the client resides			
4. Police blotter/Court Order (as may be necessary)	PNP/Court			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Registration	1. 1. 1 Issuance of Service Sequence Number and client satisfaction Survey Form		5 minutes	Officer of the Day/Security Guard
2. Submit requirements to the attending Childfen/Family Focal and provide additional	2. Verify the authenticity of client's documents 2.1 Gather information from the client NOTE:	None	38 minutes	

information, if necessary.	<p>If documents are found not in order, the Children/Family Focal shall advise the client.</p> <p>2.2 Interview and Assessment</p> <p>2.3 Direct Service delivery -</p> <ul style="list-style-type: none"> • Psychosocial counselling <p>Note:</p> <p>If client is eligible for financial assistance proceed to 2.4</p> <p>2.4 Prepare Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll</p>			Family/Children Focal Person
3. Await for the results	<p>3. Review the Certificate of Eligibility</p> <p>4. Approved Certificate of Eligibility</p>	None	8 minutes	CBS Head Division Chief
4. Receives Financial Assistance in the payroll.	Provision of Financial Assistance	None	2 minutes	SDO
TOTAL		None	50 minutes	

10. PROVISION OF ASSISTANCE TO PERSON LIVING WITH HIV

It refers to the provision of financial assistance as well as provision of psychosocial support, counselling, referral for psychological and legal service and conduct of home visits if necessary to PL-HIV clients. These services aim to help PL-HIV cope with the difficult situation they are experiencing.

Office or Division	DSWD Field Office 02/Protective Services Division/ Community-Based/ Family Sector			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	PL-HIV			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Assistance for other support services(once every applicable incident)				
1. Social Case Study Report (Original Copy)	LSWDO			
2. Valid ID (<i>one photocopy and original also for validation</i>)	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others			
3. Certificate of Confinement/Medical certificate/Clinical Abstract with date of issuance, complete name, signature and license number of the Attending Physician (issued within 3 mos.)	Attending Physician from hospital/clinic or from Medical Records			
4. Prescription /Hospital Bill/Laboratory Request/ with date of issuance, complete name, signature and license number of the attending physician (issued within 3 mos.)	Attending Physician, billing clerk from hospital/clinic or from Medical Records			
5. Certificate of Indigency or Certificate of Residency	LGU/ Barangay where the client resides			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Proceed to the PACD	1. Officer of the Day checks completeness of the requirements vis a vis checklist	None	2 minutes	Officer of the Day

	<p>NOTE: If documents are incomplete, the Officer-on-the-Day shall advise the client to complete the lacking documents</p> <p>1. If documents are complete, advise the client to proceed to PL-HIV Focal</p>			
<p>2. Submit requirements to the attending Focal and provide additional information, necessary.</p> <p>Submit requirements to the attending PL-HIV Focal and provide additional information, if necessary.</p>	<p>2. Verify the authenticity of client's documents</p> <p>2.1 Gather information from the client</p> <p>NOTE: If documents are found not in order, the PL-HIV Focal shall advise the client.</p> <p>2.2 Interview and Assessment</p> <p>2.3 Direct Service delivery .</p> <ul style="list-style-type: none"> • Psychosocial counselling <p>Note: If client is eligible for financial assistance, PL-HIV Focal prepares necessary documents for endorsement to the</p>	<p>None</p>	<p>38 minutes</p>	<p>PL-HIV Focal Person</p>

	Petty Cash Custodian/SDO for provision of assistance 2.4 Prepare Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll			
3. Await for the results	3. Approve the Certificate of Eligibility NOTE: If the Certificate of Eligibility has been approved, PL-HIV Focal shall endorse the client to the Community-Based Section.	None	8 minutes	Division Chief
4. Receives Financial Assistance	Provision of Financial Assistance	None	2 minutes	SDO
TOTAL		None	50 mins	

11. IMPLEMENTATION OF PSYCHOSOCIAL CARE AND SUPPORT SERVICES FOR PERSONS LIVING WITH HIV (PLHIV) AND THEIR AFFECTED FAMILIES

Psychosocial Care and Support Services for Persons Living with HIV (PLHIV) and their affected Families is a community based intervention for the prevention and management of the risks and related problems of HIV infection among infected and affected individuals and families. It is geared towards the education and capability building of the individuals, family, and community in managing the impact of HIV and AIDS.

Office or Division	Protective Services Division			
Classification	Simple/Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	PL-HIV and their affected families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MEDICAL ASSISTANCE				
Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within 3 months)	City Health Office/Municipal Health Office/Private or Public Hospital/ Private Clinic			
Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures)	City Health Office/Municipal Health Office/Private or Public Hospital/ Private Clinic			
Barangay Certification of Indigency	Barangay where the client resides			
Photocopy of valid ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Submission of complete documentary requirements	<ul style="list-style-type: none"> PLHIV Focal Person (PLHIV FP) reviews and assesses completeness and correctness of documents. Conduct Psychosocial counselling to client Verification of client through Crisis Intervention Management System (CRIMS) and PLHIV database. If documents are 	None	20 minutes 5 minutes	PLHIV Focal Person CIU Verifier and PLHIV Focal Person

	<p>correct and complete and client is assessed eligible for provision of financial assistance, documentary requirements will be forwarded to the Community-based Services Section (CBSS).</p> <ul style="list-style-type: none"> • Approval of documentary requirements. • If there are discrepancies, documentary requirements will be returned to client and discuss points of enhancement. 		10 minutes	CBSS Head
Receives financial assistance	<p>Upon approval of documentary requirements, client will be endorsed to the Special Disbursing Officer (SDO) for pay-out of financial assistance</p> <p>After receipt of financial assistance, information of the client will be inputted in the database of served clients.</p>		10 minutes	SDO PLHIV Focal Person
TOTAL		None	45 minutes	

12. PROVISION OF FINANCIAL ASSISTANCE TO SOLO-PARENTS

It refers to the provision of financial assistance as well as provision of psychosocial support, counselling, referral for psychological and legal service and conduct of home visits if necessary to solo parents in especially difficult circumstances. These services aim to help solo-parents to augment with the difficult situation they are presently experiencing brought about by the Coronavirus Disease 2019(COVID-19) that lead to loss of job or their source of income.

Office or Division	DSWD Field Office 02/Protective Services Division/ Community-Based/ Family Sector			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Solo-parent or other family heads in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Assistance for other support services(once every applicable incident)				
1. Social Case Study Report (Original Copy)	LSWDO			
2. Valid Solo Parent Id	LSWDO			
3. Certificate of Indigency or Certificate of Residency	LGU/ Barangay where the client resides			
4. Certificate that the client is in need of assistance because he/she is affected of the COVID 19 pandemic or in crisis situation	LGU/ Barangay where the client resides			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Proceed to the PACD	1. Officer of the Day checks completeness of the requirements vis a vis checklist NOTE: If documents are incomplete, the Officer-on-the-Day shall advice the client to complete the lacking documents 1. If documents are complete, advice	None	2 minutes	Officer of the Day

	the client to proceed to Family Focal			
2. Submit requirements to the attending Family Focal and provide additional information, if necessary.	<p>2. Verify the authenticity of client's documents</p> <p>2.1 Gather information from the client</p> <p>NOTE: If documents are found not in order, the Family Focal shall advise the client.</p> <p>2.2 Interview and Assessment</p> <p>2.3 Direct Service delivery .</p> <ul style="list-style-type: none"> • Psychosocial counselling <p>Note: If client is eligible for financial assistance, Family Focal prepares necessary documents for endorsement to the Petty Cash Custodian/SDO for provision of assistance</p> <p>2.4 Prepare Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll</p>	None	38 minutes	Family Focal Person
3. Await for the results	3. Approve the Certificate of	None	8 minutes	Division Chief

	Eligibility NOTE: If the Certificate of Eligibility has been approved, FamilyFocal shall endorse the client to the Community-Based Section.			
4. Receives Financial Assistance	Provision of Financial Assistance	None	2 minutes	SDO
TOTAL		None	50 minutes	

13. SOCIAL WELFARE SERVICES TO DISTRESSED OVERSEAS FILIPINO AND OTHER FILIPINO MIGRANTS AND THEIR FAMILIES

The International Social Service Office (ISSO) implements the system in providing assistance to overseas Filipinos in distressed situations and their families (documented and undocumented workers) in all foreign countries. This is in line with RA 8042 and was amended by RA 10022 otherwise known as the “Migrant Workers and Overseas Filipino Act of 1995 provides the mandate to improve the country’s standard of protection and promotion of the welfare of OFs and their families.

Office or Division	Protective Services Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Distressed and Recently Repatriated Overseas Filipinos (OFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Primary Documents				
1. Social Case Study Report (Original Copy)	LSWDO			
2. Philippine Passport (2 copies photocopy and original also for validation)	DFA			
3. Valid ID (2 copies photocopy and original also for validation)	Government agencies issuing identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others			
4. Barangay Indigency (Original Copy)	Barangay LGU			
5. Referral from POLO-OWWA or Brgy. Certification stating that the Returning Overseas Filipino (ROF) is repatriated (Original Copy)	Philippine Embassy or Barangay LGU			
6. Contract	Recruitment Agency			
Secondary Documents				
1. Travel Document (1 copy photocopy and original also for validation)	Philippine Embassy			
2. Plane Ticket (1 copy photocopy and original also for validation)	Issuing Airline			
3. Medical Certificate and Medical Prescription (Original)	Doctor/Hospital/Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON

<p>1. Proceed to the PACD</p>	<p>1. Officer of the Day checks completeness of the requirements vis a vis checklist</p> <p>NOTE: If documents are incomplete, the Officer-on-the-Day shall advise the client to complete the lacking documents</p> <p>If documents are complete, advise the client to proceed to ISSO Focal</p>	<p>None</p>	<p>2 minutes</p>	<p>Officer of the Day</p>
<p>2. Submit requirements to the attending ISSO Focal and provide additional information, if necessary.</p>	<p>2. Verify the authenticity of client's documents</p> <p>2.1 Gather information from the client</p> <p>NOTE: If documents are found not in order, the ISSO Focal shall advise the client.</p> <p>2.2 Interview and Assessment</p> <p>2.3 Direct Service delivery</p> <ul style="list-style-type: none"> • Psychosocial counselling to all clients; and • Referral to other agencies/Services <ul style="list-style-type: none"> -AICS -SLP -Social Welfare agencies 	<p>None</p>	<p>38 minutes</p>	<p>ISSO Focal</p>

	<p>Note:</p> <p>If client is eligible for financial assistance, ISSO Focal prepares necessary documents for endorsement to the Petty Cash Custodian/SDO for provision of assistance</p> <p>2.4 Prepare Certificate of Eligibility, General Intake Sheet and Cash Assistance Payroll</p>			
3. Await for the results	<p>3. Approve the Certificate of Eligibility</p> <p>NOTE: If the Certificate of Eligibility has been approved, ISSO Focal shall endorse the client to the Community-Based Section.</p>	None	8 minutes	Division Chief
4. Receives Financial Assistance	Provision of Financial Assistance	None	2 minutes	SDO
	TOTAL	None	50 mins	

14. PROVISION OF SUPPLEMENTARY FOOD TO LGUS THROUGH SUPPLEMENTARY FEEDING PROGRAM (SFP)

Supplementary Feeding Program is the provision of food in addition to the regular meals to target children ages 3-4 years old enrolled in Child Development Centers (CDC) and 2-4 years old children in Supervised Neighbourhood Play (SNP.) The program is part of the Department's contribution to the Early Childhood Care and Development and was strengthened by the enactment of the Republic Act 11037 or the "Masustansyang Pagkain Para Sa Batang Pilipino Act", signed on June 20, 2018.

Office or Division:	Protective Services Division - Supplementary Feeding Program
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations/civil society organizations) and stakeholders

REQUIREMENTS		WHERE TO SECURE		
<i>Enrolled Child Development Children</i>		<i>Child Development Center/ C/MSWDO</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Social Preparation at CDCs				
1. CDWs to conduct survey/profiling of children.	Provide template on SFP Reports.	N/A	16 Days	-CDWs
2. Conduct enrolment of children.	Provide template on SFP Reports.	N/A	16 Days	-CDWs
3. CDWs will submit master list and CNS baseline.	Provide TA and template on SFP Reports.	N/A	5 Days	-CDWs -C/MSWDO
Social Preparation at C/MSWDO				
1. Review and submit the master list as well as CNS baseline report.	Provide TA and template on SFP Reports.	N/A	10 Days	-C/MSWDO
2. Process and submit MOA, SB Resolution and Project Proposal.	Provide TA and template on SFP Reports.	N/A	20 Days	-LGU LCEs -C/MSWDO
SFP Funds will be downloaded:				

1. Conduct of SFP Orientation to CDWs and Parents.	Technical assistance to LGUs.	N/A	2 Days	-SFP Staff -C/MSWDO
2. Start of Feeding Proper	Technical Assistance to LGUs/CDWs	N/A	120 Days	-C/MSWD Office -CWDs
3. Monitoring and Evaluation	On the spot monitoring/visit to LGUs/CDCs	N/A		-SFP Staff -C/MSWD Office
4. Submission of Liquidation and End Line CNS report.	TA on the final report to be submitted- Liquidation Report and CNS End line Report.	N/A	10 Days	-C/MSWD Office -CDWs
	Total	None	199 Days	

15. DIRECT SERVICES FOR VICTIM-SURVIVORS OF TRAFFICKING

The Recovery and Reintegration Program for Trafficked Persons is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach, delivers a complete package of services that will enhance the psychosocial, social and economic needs of the clients. It also enhances the awareness, skills and capabilities 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 ensures the recovery of the victim-survivors and prevents other family and community members to become victims of trafficking.

Office or Division	Protective Services Division				
Classification	Simple/Complex				
Type of Transaction	G2C – Government to Citizen				
Who may avail	Victim-survivors of trafficking				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
LOGISTICAL SUPPORT DURING AND POST-OPERATION OF VICTIM-SURVIVORS OF TRAFFICKING					
None					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	RESPONSIBLE PERSON	
1. Victim-survivor is rescued	<ul style="list-style-type: none"> Focal Person provides basic hygiene kit to victim-survivor. Focal person conducts psychosocial processing Provision of Php. 350.00 food allowance until admission to DSWD residential care facility/accredited residential care facility or discharge to family. 	None	5 minutes 1 hour 30 minutes	RRPTP Focal Person	
	Total		1 hour and 35 minutes		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
PROVISION OF TEMPORARY SHELTER					
Referral Letter to residential care facility			Operating Agency (PNP/DOJ/NBI)		
Social Case Study Report			LSWDO or RRPTP Focal Person		
Valid ID or any document to identify client					
Medical Certificate			Private or Public Hospital		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SING TIME	RESPONSIBL E PERSON
1. Victim-survivor is rescued	<ul style="list-style-type: none"> Focal Person/LSWDO Social Worker conducts initial interview and assessment and prepares Social Case Study Report 	None	2 hours	RRPTP Focal Person
	<ul style="list-style-type: none"> Focal Person/LSWDO Social Worker assist client for Medical tests 		4 hours	
2. Victim-survivor is placed in a residential facility	<ul style="list-style-type: none"> Focal person turn over the client to the Social Worker of the Residential Facility. 		2 hours	RRPTP Focal Person
	Total		8 hours	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SUPPORT SERVICES TO VICTIM-SURVIVORS OF TRAFFICKING	
<ul style="list-style-type: none"> <u>Support for victims/witnesses and Transportation assistance</u> <ul style="list-style-type: none"> ✓ Any valid identification card of the client; and 	
<ul style="list-style-type: none"> ✓ Police Blotter; or Police Certification or 	Operating agency (DOJ/NBI/PNP)
<ul style="list-style-type: none"> ✓ Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena. 	Social Worker Operating agency (DOJ/NBI/PNP) Private or Public Hospital/Clinic
<ul style="list-style-type: none"> <u>Medical Assistance</u> <ul style="list-style-type: none"> ✓ Clinical Abstract/Medical Certificate with signature and license number of the attending physician (issued within 3 months) 	Private or Public Hospital/Clinic
<ul style="list-style-type: none"> ✓ Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures) 	Private or Public Hospital/Clinic

✓ Barangay Certificate and valid ID of the client	Barangay where the client resides			
✓ Social Case Study report from LSWDO	LGU			
<ul style="list-style-type: none"> • Educational Assistance <ul style="list-style-type: none"> ✓ School Registration and/or certificate of enrolment 	School where the client is enrolled			
✓ Statement of Account for tertiary education	School where the client is enrolled			
✓ Valid School ID	School where the client is enrolled			
✓ Valid ID of parent/guardian				
<ul style="list-style-type: none"> • Financial Assistance for employment <ul style="list-style-type: none"> ✓ Contract of Employment for hired clients ✓ Other documents to justify the assistance 				
<ul style="list-style-type: none"> • Skills Training <ul style="list-style-type: none"> ✓ Official receipt from training school ✓ Other documents to justify the assistance 				
<ul style="list-style-type: none"> • Financial assistance for Livelihood <ul style="list-style-type: none"> ✓ Handa ka na ba mag negosyo Questionnaire ✓ Mungkahing Proyekto ✓ Valid ID ✓ Other documents to justify the assistance 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SING TIME	RESPONSIBL E PERSON
Client sought for program and services for victim-survivors of trafficking	↓ RRPTP Focal Person conducts interview and psychosocial processing to the client	None	2 hours	RRPTP Focal Person
Interview and Assessment	↓ Crafting of intervention plan for the client based on assessment of the Focal Person	None	1 hour	RRPTP Focal Person
	↓ Discuss or review documentary requirement based on the available program • If documents are correct and complete and client is assessed eligible	None	20 minutes	RRPTP Focal Person

	<p>for provision of assistance, documentary requirements will be forwarded to the Community-based Services Section (CBSS).</p> <p>→ Review and endorse documents to Division chief.</p> <p>→ Approval of documentary requirements.</p> <ul style="list-style-type: none"> • If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement. 	None	1 hour	CBSS Head
	<ul style="list-style-type: none"> • If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement. 	None	1 day	PSD Division C
Home visit and Collateral Interview	<ul style="list-style-type: none"> • Should there be a need for additional information and verification, home visit and collateral interview will be conducted. <p>→ Prepare travel order and request for vehicle</p> <p>→ Approval of travel order and use of available vehicle</p>	None	1 hour	RRPTP Focal Person & ARDA
		None	1 day	Regional Director
Provision of Assistance	↓ Preparation of payroll, Certificate of Eligibility and cash for financial assistance	None	1 hour	Special Disbursing Officer
	↓ Travel going to referring LGU	None	1 day	RRPTP Focal Person
	↓ Provision of financial assistance	None	1 hour	RRPTP Focal Person
	↓ Signature of clients in Certificate of Eligibility and payroll	None	10 minutes	RRPTP Focal Person

	After receipt of financial assistance, information of the client will be recorded in the database of served clients and documents will be filed.			
	Total	None	3 days 7 hours and 30 minutes	

16. IMMERSION OUTREACH PROGRAM/GOVERNMENT INTERNSHIP PROGRAM

The Immersion Outreach Program (IOP) is one of the component program of Kabataan 2000 which aims to instill a sense of volunteerism and community service to the less privileged Youth of the society. An opportunity for the Youth to learn new life skills and augment daily sustenance and future school needs.

Government Internship Program (GIP) is also a component of Kabataan 2000 Program developed to provide opportunities for in-school Youth to have hands-on experience working in various government agencies. This work experience can later help them as they eventually join the workforce.

Office or Division:	Protective Services Division			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government G2C-Government to Client			
Who May Avail:	18-25 years old Out of School Youth for Immersion Outreach Program (IOP) In-School Youth-Government Internship Program (GIP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Income Tax Return(ITR)/ Barangay Certificate of Indigency			Bureau of Internal Review/ Barangay	
Birth Certificate			Local Civil Registrar/ Philippine Statistics Authority	
School Records			Last School attended	
Endorsement Letter			Local Social Welfare and Development Office (LSWDO)s	
IOP/ GIP Application Form			LSWDO/Sectoral Section	
Application Process				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The LSWDO will send an endorsement letter to FO together with the complete requirements of applicant/s.	1. Review documents of and preparation of applicant matrix. 1.1 Endorsement of applicants to Technical Working Group for approval 1.2 Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.	None	5 days	Sectoral Section; Youth Focal Person Technical Working Group

<p>2. Attend program orientation and sign Undertaking and NDA.</p>	<p>2.1 The Youth focal person will conduct a program orientation to all program beneficiaries.</p> <p>2.2 Facilitate individual signing of undertaking and Non-Disclosure Agreement (NDA).</p>	<p>None</p>	<p>1 hour</p>	<p>Sectoral Section</p>
<p>3. Start of internship in their respective area of assignment.</p>	<p>3.1 Coordinate with LSWDO/YFP on the monitoring of performance program beneficiaries weekly after deployment.</p>	<p>None</p>	<p>15 minutes per LGU</p>	<p>Sectoral Section; Youth Focal Person</p>
TOTAL		<p>None</p>	<p>6 days</p>	

Release of Stipend				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Daily Time Record			Client	
Accomplishment Report			Client	
Photo Documentation			Client	
Feedback Form			LSWDO/Division/Unit Assigned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. Review documents and prepare payroll.	None	1 day	Youth Focal Person
	1.2 Forward to Division Chief for Review and Recommending Approval.	None	1 hour	Protective Services Division Chief
	1.3 Forward to Finance Management Division for Financial Transactions.	None	6 days	Financial Management Division
	1.5 Inform program beneficiaries on the availability of stipend.	None	2 hours	Youth Focal Person
2. Claim stipend and Fill-out Customer Satisfaction Survey/Feedback	2.1 Facilitate release of stipend.	None	10 minutes	Youth Focal Person
	2.2 Facilitate filling-out of client satisfaction survey/feedback			
	TOTAL	None	7 days	

17. PROVISION OF TEMPORARY CARE AND PROTECTION (RSCC)

The **Reception and Study Center for Children (RSCC)** is a facility of the Department of Social Welfare and Development that provides temporary care, shelter and protection to the abandoned, neglected and abused children in the five provinces of Region II.

Office or Division	Centers and Institutions - Reception and Study Center for Children				
Classification	Highly Technical				
Type of Transaction	G2C-Government to Citizen				
Who may avail	Children aged 0-6 years old who are; 1. Abandoned 2. Neglected, 3. Victims of abuse and exploitation 4. Children with special needs.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Referral Letter addressed to the Regional Director (1 Original Copy)			Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or Government Agencies.		
Initial Case Study/Assessment Report (1 Original Copy)			Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or Government Agencies.		
Copy of client's PSA Birth Certificate/Certificate of Live birth (1 original/1 photocopy)			Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)		
Medical Certificate with laboratory examination results on urinalysis, complete blood count, chest x-ray, Antigen Test, immunization record, new born screening result (for dependents) (1 Original Copy each)			Attending physicians from hospital/clinic or medical records		
School records for in-school children (1 Original Copy)			School where the client last attended		
Copy of Police Blotter if there's any (1 Original Copy)			Police Station where the police blotter was filed.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON	
1. Pre-Admission Conference	1.1 Filling-out the Attendance Sheet Note: Attendance of the referring party and	None	5-10 minutes	Social Worker/Admin Staff.	

	child's parents/relatives is a must.			
	1.2 Discuss the background of the Case		30 minutes	(LGU or NGA, Birth Parents or Relatives of the Client)
	1.3 Relay the needed requirements for referral.		10 minutes	
2. Admission Conference	2.1 Initial interview by the Social Worker to the referring party and the birthparents/relatives/custodian of the child.	None	1 hour	(Social Worker)
	2.2 Review and receive the referral documents from the referring party		10 minutes	Social Worker
	2.3 Signing of Admission Forms (Admission Slip, Intake Sheet)		10 minutes	Social Worker
	2.4 Signing of (Admission form, Intake sheet)		10 minutes	LGU or NGA and Birth Parents or Relatives or the client
	2.4 Receive the child from the referring party		5 minutes	Social Worker & Houseparent
	2.5 Medical Officer IV and Center Nurse to conduct physical and medical inspection to the client.		10-15 minutes	Medical Officer & Center Nurse
	2.6 Inventory of the clients belongings		10 minutes	Social Worker & Houseparent
	2.7 Provision of clothing's, beddings, toiletries, and formula milk (for infants)		10 minutes	Handling Social Worker or Houseparent Supervisor

3. Assessment Stage (5 days after admission)	3.1 Center Social Worker conducts series of home visits to family/relatives and other significant individuals for an intensive assessment and conduct collateral interview.	None	1-2days	Handling Social Worker
	3.2 Preparation of Initial Child Study Report		5 days after admission	Handling Social Worker
4. Intervention Planning	4.1 The Helping Team will conduct a case conference to plan for the most appropriate intervention for the child based on Assessment in consultation with the members of the Case Management Team	None	3 hours	(Social Worker, Center Head, Medical Officer, Psychologist, Nurse, Houseparent Supervisor)
	4.2 Preparation of Rehabilitation Plan			Handling Social Worker
5. Implementation and Monitoring	5.1 Continuous Provision of Homelife Services (Provision of food, clothing, monitor hygienes,provide recreational activity and game.)	None	Upon admission to Discharge	Houseparents
	5.2 Provision of Social Services (Social Worker to facilitate the implementation of the intervention plan which necessarily includes the Processing of Documents for the dossier of clients for Adoption for the petition of CDCLAA; and the request of Parenting		Within 6 months	Handling Social Worker

	<p>Capability Assessment Report of Parents /Relatives of clients who are for re-integration and kinship foster care.</p>			
	<p>5.3 Provision of Psychological Services 5.3.1 Conduct Psychological Assessment to Clients 5years old and above. 5.3.2 Provision of Counselling by the Social Worker and Center Psychologist, 5.3.3 Refer clients for Neuro-Developmental Assessment and referral of clients who have behavioral challenges to the behavioral department of a hospital for further diagnosis and intervention.</p>		<p>3 hours 2 hours 1 to 2 days</p>	<p>Psychologist Psychologist Psychologist</p>
	<p>5.4 Provision of Health & Medical Services 5.4.1 Regular Check-up to the clients by the Medical Officer and Center Nurse, 5.4.2 Provision of Vitamins and Medications (if needed), 5.4.3 Monitor Nutritional Status of the Clients, referral of clients for hospitalization (if needed)</p>		<p>Upon admission to discharge</p>	<p>Medical Officer & Center Nurse</p>

	<p>5.5 Provision of Educational Services</p> <p>5.5.1 Enroll in-school children to a formal education program, enroll children with Special Needs to SPED Class and Occupational Therapy.</p> <p>5.5.2 Tutorial of Teacher 1 to two residents per day</p> <p>5.5.3 Tutorial of SPED teacher to 1 two resident per day</p>		<p>1 day</p> <p>2 hours</p> <p>2 hours</p>	<p>Social Worker/</p> <p>Teacher 1</p> <p>SPED teacher</p>
	5.6 Provision of Play and Re-creational Activities		2 hours per day	Houseparents
6. Evaluation	<p>6.1 Conducts case conference to evaluate/assess the implementation of the intervention plan if the objectives/goals was successfully attained.</p> <p><i>Note: If Helping Team found that the client is not yet ready for re-integration/discharge then the helping team will re-assess and re-formulate the plan for the client.</i></p>	None	3 hours	(Social Worker, Center Head, Medical Officer, Psychologist, Nurse, Houseparent Supervisor)
7. Discharge	7.1 Conduct of Pre-discharge conference (Presentation of the Case Background, Interventions Implemented and the discharge plan for the client)	None	3 hours	(Social Worker, Center Head, Medical Officer, Psychologist, Nurse, Houseparent Supervisor) LGU and Family/Relative /Adoptive Family of the Child
	7.2 Conduct Discharge	None	3 hours	

	Conference (Physical Turn-Over of the Client to his/her family/relatives/adoptive /foster family including the clients belongings)			(Social Worker, Center Head, Medical Officer, Psychologist, Nurse, Houseparent Supervisor) LGU Concern and Family/Relative /Adoptive Family of the Child
8. Follow-Up and After Care Services	8.1 The Foreign Adoptive Agency (in the case of an adopted child placed abroad) monitors the situation of the child and provide post placement report thru ICAB	None	Every three months	Handling Social Worker
	8.2 Follow through of progress of the minor with ARRS & concerned LSWDO. (For local adoption & foster cases)	None	Every three months	Handling Social Worker
	TOTAL	None	9 months, 5 days, 23 hours	

18. PROVISION OF TEMPORARY SHELTER AND PROTECTIVE CUSTODY (RHWG)

The **Regional Haven for Women and Girls (RHWG)** is one of the regional facilities of DSWD Field Office II. It is a 24-hour residential care facility which provides temporary shelter and protective custody as well as healing and recovery services, promote and protect the rights and welfare of the disadvantaged and vulnerable women and girls in collaboration with other stakeholders.

Office or Division	Centers and Institutions - Regional Haven for Women and Girls
Classification	Highly Technical
Type of Transaction	G2C-Government to Client
Who may avail	<p>Women who are 18-59 years old and girls who are 7 to below 18 years old, who are victim of sexual and other forms of abuse and exploitation and who are under threat and those who manifest difficulty in performing their social functioning.</p> <p>Mode of admission is through the following:</p> <ol style="list-style-type: none"> Walk-in or client come directly to the center; Referral by City/Municipal Social Welfare and Development Office, Government Office, Non-Government Office, private/concerned individual, People's Organizations, church groups and others; and Outreach by virtue of direct contact by Social Workers. <p>Stay in the center is at least 6 months. <i>(Stay in the center may vary, especially to those with court related cases)</i></p>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Admission <i>(Must complete and approved by the Regional Director for admission)</i>	
1. Referral Letter address to the Regional Director	Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or National Government Agencies.
2. Initial Case Study/Assessment Report that the client is in threat or crisis situation, thus need to refer to residential care facility	Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or National Government Agencies.
3. Copy of Client's PSA Birth Certificate	Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)
4. Medical Certificate with laboratory examinations on urinalysis, complete blood count, drug test, pregnancy test (for sexually-abused and rescued women and girls from videoke bars), chest x-ray, immunization record (for baby/toddler), new born screening	Attending physicians from hospital/clinic or medical records

result (for baby/toddler)				
*additional requirement due to COVID19 pandemic - Negative result of Antigen Test or RT-PCR				
5. School records , especially if it is In-School Youth/children		School where the client last attended schooling		
6. Copy of court records , if client's case has been filed in court)		Office of the Provincial Prosecutor where the case was filed		
7. Psychological/Psychiatric Report		Government or private psychological testing center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
Pre-Admission/Admission Phase with the referring party <i>*Due to COVID19 pandemic, all case conferences are done virtually.</i>				
1. Access/Entry to Agency (Facility)	1. Assist client and referring party to the conference hall for the conduct of admission conference. <i>*Due to COVID19 pandemic, all conferences are done virtually.</i>	None	1 hour	Helping Team Referring Party or Agency Client
	1. Assist client in the filling out and signing of attendance sheet and verify completeness of documents. Note: <i>The referring party is encouraged to submit the lacking documents.</i>	None	5 minutes	Handling Social Worker
2. Contract Setting- the client	2. Assist the client in signing	None	5 minutes	Handling Social Worker

is requested to sign the admission slip and consent for placement which specifically states that she is voluntarily submitting herself to be under the care and custody of the Regional Haven for Women and Girls	the admission slip and consent for placement.			
Center-based Intervention Phase				
3. Proceed to RHWG clinic for medical check-up	3. Verify medical records submitted and conduct physical examination.	None	30 minutes	Center Based Medical Officer IV and Nurse I of RHWG
4. Proceed to Homelife Services Office for the inventory of belongings, orientation on the Daily Structured Activities, issuance/provision of set of clothing, toiletries, footwear, beddings based on the result of inventory of the client's belongings and room assignment. <i>*Due to COVID19 pandemic, all new admitted clients will undergo 14-days quarantine at the designated quarantine area before going to her room assignment.</i>	4. Conduct inventory of client's belongings upon admission at the center prior to issuance of clothes, toiletries, and beddings. 4.1. Assist client in her room assignment. 4.2 Orientation on daily structured activities and physical structure of the center for familiarity.	None	1 hour	Acting Supervising Houseparent / Houseparent on duty
5. Proceed to Psychological Services Office for the conduct of Initial Psychological	5. Assist client in answering the battery of tests and verify submitted	None	2 hours	RHWG Psychologist

Assessment	psychological report.			
6. Proceed to Social Services Office for assessment and formulation of intervention plan with the handling Social Worker.	6. Assist client in the formulation of intervention plan and verify submitted Case Study Report.	None	2 hours	Handling Social Worker
7. Attendance to Daily Structured Activities for the healing and recovery	7. Supervise or monitor client in attending to the daily structured activities and assist client in the areas she could hardly do. <u>Daily Structured Activities</u> 5:00AM-5:15AM -Wake-up Time/Fixing of beddings 5:15AM-5:30AM -Morning Praise/Worship 5:30AM-6:30AM -Exercise and Food Preparation 6:30AM-7:00AM -Breakfast 7:00AM-11:00AM -School Time for In-School Residents For Non-Schooler Residents 7:00AM-8:00AM -Doing of Household Chores as per	None	Admission to discharge	Helping Team
				S ocial Services
				H omeLife Services
				E conomic Productivity/Livelihood
				P sychological Services
				H ealth and Nutrition Services
				E ducational Services
				R ecreational Services
				D evelopment al Services
				S piritual Services

	<p>given assigned task</p> <p>8:00AM-9:00AM -Bathing Time</p> <p>9:00AM-9:30AM -Break Time / AM Snack</p> <p>9:30AM-11:00AM -Attendance to scheduled session (group or individual)</p> <p>11:00AM-12:00NN -Food Preparation (Lunch)</p> <p>12:00NN-1:00PM -Lunch Time</p> <p>1:00PM-4:30PM -School Time for In-School Residents</p> <p>For Non-Schooler Residents</p> <p>1:00PM-2:00PM -Nap Time</p> <p>2:00PM-4:00PM -Skills Development Session</p> <p>4:00PM-4:30PM -Recreational Activities (Outdoor)</p> <p>4:30PM-6:00PM -Gardening</p> <p>6:00PM-6:30PM -Spiritual</p>			
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	<p>Enrichment Session</p> <p>6:30PM-7:00PM -Wash-up Time and Food Preparation</p> <p>7:00PM-8:00PM -Dinner Time</p> <p>8:00PM-9:00PM -Study Session/Tutorial for In-School residents -TV Viewing for non-schoolers residents</p> <p>9:30PM -Bed Time /Sleeping Time</p>			
8. Client's healing and recovery evaluation	8. If client is considered healed and recovered based from the administered Social Functioning Indicator (SFI) Tool, the LGU through the MSWDO is requested to assess the parenting capability of the identified custodian of the client.	None	Admission to discharge	Helping Team Local Social Welfare and Development Officer
9. Client's discharge from the center	9. If the concerned LSWDO recommends for the clients' discharge and reintegration to her family or	None	5 days upon receipt of the Parenting Capability Assessment Report	Handling Social Worker

<p><i>*Due to COVID19 pandemic, pre-discharge conference is done virtually. Negative result of antigen test is required to those who will fetch the client during the physical turn-over.</i></p>	<p>identified relatives, a closing summary report will be submitted for approval.</p>			
	<p>9.1 A pre-discharge conference will be conducted with the concerned LSWDO and the custodian of the client for the presentation of the highlights of report while the client is in the center.</p>	None	2 hours	<p>Helping Team</p> <p>Local Social Welfare and Development Officer</p> <p>Family or relative of the client</p> <p>Client</p>
	<p>9.2 Discharge Conference will be conducted for the physical turn-over of the client to the concerned LSWDO and identified custodian.</p>	None	30 minutes	<p>Helping Team</p> <p>Local Social Welfare and Development Officer</p> <p>Family or relative of the client</p> <p>Client</p>
<p>Post Center-Based Intervention Phase</p>				
<p>10. Provision of aftercare services to the client after discharge from the center</p>	<p>10. Refer the client to LGU where the client will be reintegrated.</p> <p>10.1 Request the LGU to submit feedback/ progress report on the adjustment of the client in her family and community.</p>	None	After 2 months from discharge in the center	<p>Local Social Welfare and Development Officer where client is reintegrated</p>
	TOTAL	None	8 hours, 40 minutes, 3-6 months	

19. REFERRAL OF CLIENTS FOR ADMISSION (CV-RRCY)

It refers to the provision of social care for clients (temporary home care, treatment and rehabilitation services, etc.) to Children in Conflict with the Law (CICL) ages 15-17 years old by qualified professional trained staff through a structured therapeutic environment. These services aim to help CICL reintegrate into their families and communities, as well as to prepare them to become socially responsible and functioning individuals.

Office or Division:	Centers and Institutions – Cagayan Valley - Regional Rehabilitation Center for Youth (CV-RRCY)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children in Conflict with the Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order duly signed and dry sealed by the Court committing the CICL to the residential care facility		Committing Court		
2. Medical Certificate issued by a Medical Officer who conducted the examination on the CICL prior to his commitment to the residential care facility (with attached results of chest x-ray, urinalysis, CBC)		Attending Physician from Hospital/Clinic		
3. Social Case Study Report/Transfer Summary Report		LSWDO		
4. Birth Certificate		Philippine Statistics Authority		
5. Latest School Report Card		School where the child was enrolled		
6. Latest Drug Test Result		Accredited Drug Testing Center		
7. Drug Dependency Examination (DDE) result for drug related cases		CVMC/DATRC		
8. Medical Certificate of no signs and symptoms of COVID19 infection with the official result of the RTPCR		Doctor/Hospital		
9. Psychiatric Evaluation if applicable		Licensed Psychiatrist		
10. PhilHealth Number of Parents if available		PhilHealth		
CLIENT STEPS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referring Party to send an advance copy of the admission requirements for review of the	1. Provide list of admission requirements for the referring party's compliance	None	5 minutes	Social Worker/Medical Officer/Nurse

Medical Officer and admitting assigned Social Worker thru email				
2. Proceed to the Guard and sign in the Logbook	2. Assist client in signing the Logbook	None	5 minutes	Security Guard
	2.1. Fill-out the Health Declaration Form	None		Security Guard
	2.2. Checking of Body Temperature	None		Security Guard
	2.3. Security Guard will check the belongings of the referring party	None		Security Guard
3. Submit requirements to the admitting Social Worker and proceed to the Receiving Area for the review of admission requirements	3. Review/completion of admission documents	None	3 minutes	Social Worker
4. Admission conference	4. Fill-out Intake Form/Admission Slip	None	3 minutes	Social Worker
	4.1. Conduct of initial interview to the client /referring party	None	1 hr and 30 minutes	Social Worker/ Nurse/Psychologist/Houseparent
	4.2. Gather additional information of the client	None		
	4.3. Take minutes of admission conference	None	Helping Team/Client/Referring Party/Parents of the Client	
	4.4. Contracting/agreements with the referring party/client/parents	None		

	4.5. Briefing on the rules and regulations of the Center	None		
	4.6. Orientation on the programs and services	None		
5. Sign Certificate of Appearance	5. Prepare/issuance of Certificate of Appearance to be signed by the Center Head	None	1 minute	Social Worker
	TOTAL	None	1 hour & 47 minutes	

PROTECTIVE SERVICES DIVISION

Non - Frontline Services

1. PROVISION OF RESOURCE PERSONS TO DSWD INTERMEDIARIES AND STAKEHOLDERS

Processing of requests for resource persons to capacitate 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:	SWIDS- PSD -DSWD FO2
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to DSWD	1. Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 Hour	Admin staff (Records Section)
	1.1 Receive the request letter and endorse to the Regional Director	None	1 Hour	Admin staff/Regional Executive Assistant (ORD)
	1.2 Review and provide instructions and endorse to Protective Services Division (PSD)	None	6 Hours	Regional Director
	1.3 Review and provide instructions and endorse to Capability Building Section (CBS)/Social Welfare Institutional Development Section (SWIDS)	None	3 Hours	Protective Services Division Chief/Head

	1.4 Receive the request letter	None	1 Hour	Admin staff (CBS/SWIDS)
	1.5 Review and assess the request	None	2 Hours	CBS Section Head
	1.6 Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 Hours	Technical Staff (CBS/SWIDS)
	1.7 Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 Hours	Technical Staff (CBS/SWIDS)
	1.8 Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 Hours	Technical Staff (CBS/SWIDS)
	1.9 Forward confirmation letter and draft RSO to PSD Chief for review and initials	None	1 Hour	Admin Staff (CBS/SWIDS)
	1.10 Review and sign confirmation letter and draft RSO and endorse to ORD	None	3 Hours	Protective Services Division Chief
	1.11 Review and sign the confirmation letter and RSO	None	6 Hours	Regional Director
	1.12 Return to CBS/SWIDS	None	1 Hour	Admin staff (ORD)
	1.13 Receive signed confirmation letter and RSO. Attach waiver on Data Privacy as well as the Customer Satisfaction Measurement Survey Form	None	1 Hour	Admin staff (CBS/SWIDS)
	1.14 Send out to the requestor the	None	1 Hour	Admin staff (CBS/SWIDS)

	documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, waiver and CSMS) to mail			
	1.15 Encode details of the request to a database	None	1 Hour	Admin staff (CBS/SWIDS)
	1.16 Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor		3 Hours	Technical staff (CBS/SWIDS)
2. Fill out the waiver on Data Privacy and Customer Satisfaction Measurement Survey	Receive filled out waiver on Data Privacy and Customer Satisfaction Measurement Survey	None	1 Hour	
	Total	None	40 Hours or 5 Days	

2. PROVISION OF AUXILIARY SOCIAL SERVICES FOR PERSONS WITH DISABILITIES (PWD)

The Department of Social Welfare and Development is mandated by law, through the Magna Carta for Disabled Persons (RA 7277), to provide Auxiliary Social Services for persons with disabilities. Our agency has thrust towards development to strengthen and empower the disabled sector as partners in the development process. Thus PWDs need to be mobilized and feel that they are not a burden in their families and communities but major contributory and valuable partners in development. Hence, providing the necessary auxiliary social services will restore their social function and participation in community affairs.

Office or Division	Protective Services Division			
Classification	Simple/Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Person with Disability who are in need of auxiliary social services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR QUAD CANE, CRUTCHES, WHITE CANE, WALKING STICK, WHEELCHAIR, WALKING AID				
Intent or Referral Letter	Provincial/City/Municipal Social Welfare and Development Office			
Whole body picture	Client			
Duly signed Medical Abstract/ Certificate indicating that client is recommended to use the requested assistive device	City Health Office/Municipal Health Office/Private or Public Hospital/ Private Clinic			
Barangay Certification of Indigency	Barangay where the client resides			
Social Case Study Report	Provincial/City/Municipal Social Welfare and Development Office			
Requisition and Issuance Slip (RIS)/ Distribution list	Sectoral Section			
Photocopy of PWD ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submission of documentary requirements. Scanned copy if sent via email and through the Records Section if submitted in the DSWD Office.	<ul style="list-style-type: none"> Print/Receive and log scanned/original documentary requirements 	None	5 minutes	Social Worker/PWD Focal Person

	<ul style="list-style-type: none"> PWD Focal Person (PWD FP) reviews and assesses completeness and correctness of documents. If documents are correct and complete and client is assessed eligible for provision of assistive device, documentary requirements will be forwarded to the Community-based Services Section (CBSS). 	None	2 hours	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Review and endorse documents to Division chief. 	None	1 day	CBSS Head
	<ul style="list-style-type: none"> Approval of documentary requirements. 	None	1 day	Protective Services Division Chief
	<ul style="list-style-type: none"> If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement. 	None		Social Worker/PWD Focal Person
Claim assistive device	<ul style="list-style-type: none"> Coordinate with referring LGU and plot schedule of delivery of assistive device 	None	25 minutes	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Prepare travel order and request for vehicle 	None	30 minutes	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Approval of travel 	None	2 days	Regional

	order and use of available vehicle			Director and Asst. Regional Director for Administration
	<ul style="list-style-type: none"> Travel going to referring LGU 	None	1 day	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Demonstration of use and release of assistive device 	None	30 minutes	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Log the transaction in a RIS/distribution list signed by the receiving client <p>After receipt of financial assistance, information of the client will be recorded in the database of served clients and documents will be filed.</p>	None	30 minutes	Social Worker/PWD Focal Person
TOTAL		None	5 days and 4 hours	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR PROSTHESIS AND HEARING AID				
Intent or Referral Letter	Provincial/City/Municipal Social Welfare and Development Office			
Whole body picture	Client			
Duly signed Medical Abstract/ Certificate indicating that client is recommended to use the requested assistive device	City Health Office/Municipal Health Office/Private or Public Hospital/ Private Clinic			
Barangay Certification of Indigency	Barangay where the client resides			
Social Case Study Report	Provincial/City/Municipal Social Welfare and Development Office			
Photocopy of PWD ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Submission of complete documentary requirements	<ul style="list-style-type: none"> Print/Receive and log scanned/original documentary requirements 	None	5 minutes	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> PWD Focal Person (PWD FP) reviews 	None	2 hours	Social Worker/PWD

	<p>and assesses completeness and correctness of documents.</p> <ul style="list-style-type: none"> If documents are correct and complete and client is assessed eligible for provision of assistive device, documentary requirements will be forwarded to the Community-based Services Section (CBSS). Review and endorse documents to Division chief. Recommend Approval of documentary requirements. Approval of the documentary requirements If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement. 	None	1 day	Focal Person
		None	1 day	CBSS Head
		None	1 day	Protective Services Division Chief
		None	1 day	Regional Director
				Social Worker/PWD Focal Person
Claim financial assistance for assistive device	<ul style="list-style-type: none"> Coordinate with referring LGU and plot schedule of delivery of assistive device 	None	25 minutes	Social Worker/PWD Focal Person

	<ul style="list-style-type: none"> Prepare travel order and request for vehicle 	None	30 minutes	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Approval of travel order and use of available vehicle 	None	2 days	Regional Director and Asst. Regional Director for Administration
	<ul style="list-style-type: none"> Preparation of payroll, Certificate of Eligibility and cash for financial assistance 	None	1 hour	Special Disbursing Officer
	<ul style="list-style-type: none"> Travel going to referring LGU 	None	1 day	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Provision of financial assistance 	None	30 minutes	Social Worker/PWD Focal Person
	<ul style="list-style-type: none"> Signature of clients in Certificate of Eligibility and payroll <p>After receipt of financial assistance, information of the client will be recorded in the database of served clients and documents will be filed.</p>	None	30 minutes	Social Worker/PWD Focal Person
TOTAL		None	6 days and 5 hours	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR OTHER CASH ASSISTANCE (FOR THOSE WHO LOST THEIR JOB/LIVELIHOOD DUE TO PANDEMIC)				
Intent/Referral letter	Provincial/City/Municipal Social Welfare and Development Office			
Photo copy of PWD ID	Client			
Social Case Study Report	Provincial/City/Municipal Social Welfare and Development Office			
Barangay Certification of Indigency	Barangay where the client resides			
Original Barangay Certification indicating that client lost his/her job	Barangay where the client resides			
Certification from establishment that it is closed due to pandemic	Establishment where the client worked			
Photo copy of Company ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES	PROCESING	RESPONSIBLE

	<p>Officer (SDO) for pay-out of financial assistance</p> <p>After receipt of financial assistance, information of the client will be recorded in the database of served clients and documents will be filed.</p>			<p>PWD Focal Person</p>
TOTAL		None	55 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Protective Services Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Protective Services Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p> <p><i>Presidential Complaint Center (PCC):</i></p>

	<p>Email: pcc@malacanang.gov.Ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLOT landlines</p>
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PROMOTIVE SERVICES DIVISION

Frontline Services

1. PROVISION OF ASSISTANCE TO BALIK PROBINSIYA BENEFICIARIES (TRANSITORY SUPPORT PACKAGE AND TRANSITORY SHELTER SUPPORT GRANTS)

The transitory support package and Transitory Shelter Support Grants are component assistance from Kapangyarihan at Kaunlaran sa Barangay (KKB) Balik Probinsya, Bagong Pag-Asa Program (BP2P) program. Both are aimed to provide immediate and temporary assistance to beneficiaries as they adjust to life in the province. These assistance are meant for food and non-food items and rental/payment of shelter.

Office or Division		Promotive Services Division		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		BP2P eligible beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tripartite Memorandum of Agreement signed by the beneficiary, LGU, and DSWD		DSWD KKB BP2P/ SWO III		
2. Approved list of eligible families		DSWD CO/ KKB BP2P NPMO		
3. Certificate of Eligibility				
4. Certified True Copy of Notarized Contract between Beneficiaries and Lessor		Beneficiary and House/Unit Owner		
5. Certification from NHA that the HH head is a bona fide housing program beneficiary		NHA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
Sign Tripartite Memorandum of Agreement	Review, signing, and notarization of the tripartite MOA	None	3 day	DSWD KKB BP2P/ SWO III
	Prepare and endorse OBR and DV and payroll for beneficiaries supported by Certificate of Eligibility of beneficiaries, Approved list of Eligible families as endorsed by the DSWD CO, and signed tripartite MOA to the Promotive Services Division Chief	None	2 day	DSWD KKB BP2P/ SWO III
		None	1 day	DSWD/ Promotive Services Division Chief
	Sign OBR and DV and review and endorsement of	None	1 day	DSWD/ OIC – Assistant Regional Director

	Payroll to ARDO Review and endorse payroll to the Finance Division Obligate, process, encash and release funds to the beneficiary	None	7 days	for Operations DSWD Mainstreamed staff/ FA III or FA II and Cash Clerk
	TOTAL	None	14 working days	

2. REFERRAL MANAGEMENT PROCESS FOR SUSTAINABLE LIVELIHOOD PROGRAM

Provision of Livelihood Assistance for Referrals and Walk-in Individuals

Office or Division:	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizen G2G Government to Government			
Who may avail:	All qualified program participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Government-issued ID card, any of the following: Postal ID, UMID, Comelec, National ID, Pantawid, Solo Parent, PWD, OSCA, Passport, Driver's License, PhilHealth, etc. 1 original and 1 photocopy (company ID,) certificate of no valid ID signed Brgy Captain. (for consideration of identification, if the beneficiary is not available, provide notarized SPA)</p> <p>2. SLP Profile Form/Data Privacy and Consent Form (Data Privacy Act No.10173)</p>		<p>Government Agency</p> <p>DSWD SLP RPMO Regional Office, Carig Sur, Tuguegarao City, Cagayan</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in clients	<p>1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012</p> <p>Conduct briefing on the SLP Processes</p>	None	10 minutes	RPMO or Field Project Development Officer
	<p>2. Fill-out the SLP Profile Form</p> <p>Request the client to register in the Walk-In Clients</p>		20 minutes	RPMO or Field Project Development Officer Client/s

	Logbook			
	<p>3. Issue SLP Walk-In Client Slip to walk-in client; certify that client appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form</p>		20 minutes	RPMO or Field Project Development Officer
<p>Assess/Validates Participants Eligibility</p> <p><i>(walk-in client, referrals and other means of endorsement)</i></p>	<p>4. Acknowledge receives referrals from SLP NPMO, PCC, 8888, OP and other institutions.</p>	None	1 hour	<p>Regional Coordinator</p> <p>RPMO Project Development Officer</p>
	<p>5. Data encoding of client's profile in the SLP Referral Management System (SLP RMS)</p>	None	20 minutes	<p>RPMO or Field Project Development Officer</p> <p>and</p> <p>Administrative Assistant</p>
	<p>6. Provides list of names for name matching to</p> <p>Listahanan – NHTU and Pantawid Database</p>	None	<p>PANTAWID 1 day</p> <p>Non-Pantawid</p> <p>2 days</p>	<p>RPMO Project Development Officer</p> <p>SLP</p> <p>Pantawid</p> <p>Listahanan</p>
<p>Endorsement Process</p>	<p>7. Endorse to Provincial Offices for appropriate action,</p> <p><i>all Client/s with POOR status result and PANTAWID members shall proceed to Track</i></p>	None	50 minutes	RPMO Project Development Officer

	<p><i>Selection, Social Preparation and Resource Mobilization</i></p> <p><i>However, the following should be considered if the results of the clients on the NHTO is no name match;</i></p> <p>a.) Conduct home visitation to Administration of HAF or Means Test b.) Administration of Livelihood Assessment Form (LAF) and SLP orientation</p>		1 day	Field Project Development Officer
			1 day	Field Project Development Officer
	<p>8. Inform the client/s on the result of the Listahanan Name Matching <i>all clients with Listahanan non-poor results</i></p> <p>Provides endorsement letter to concern stakeholders, for those client/s who are not qualified to the program.</p>	None	1 hour	RPMO Project Development Officer Provincial Coordinator Partnership Officers

<p>Conduct of Social Preparation</p>	<p>9. Qualified individuals will undergo Orientation on Social Preparation stages;</p> <p>A.) Conduct Capacity Building</p> <p>B.) Provides results on the conducted Sustainable Livelihood Analysis (SLA), and SWOT analysis</p> <p>C.) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACT for them.</p> <p>D.) Conduct of Micro –Enterprise Development Training (MD) or Basic Employment Skills Training .</p>	<p>None</p>	<p>3 days</p>	<p>Field Project Development Officer</p>
<p>Project Identification</p>	<p>9. Gather the final Projects Identified by the individual Participants, for the preparation of their Project Proposal Making.</p>	<p>Not Applicable</p>	<p>1 day</p>	<p>Field Project Development Officer</p>
<p>Project Proposal Preparation</p>	<p>10. Prepares and submit the Modality Application form and the Mungkahing Proyekto, with complete details of the Enterprise</p> <p>a. Business Name</p> <p>b. Cost of Initial capital investment</p> <p>c. List of raw materials with pricelist,</p> <p>d. List of building/infrastructure materials for the project.</p>	<p>Not Applicable</p>	<p>1 day and 4 hours</p>	<p>Program Participants</p>

	<p>11. Assess the feasibility of the project proposal</p> <p><i>If the intended project proposal is complete, proceed to the next process, if not, give it back to the participant for revision.</i></p>		1 day	Provincial Coordinator RPMO Project Development Officers Regional Review Committee (RRC)
Resource Mobilization Stage Project review, approval and funding	<p>12. Preparations of approved project proposals for funding</p> <p><i>The proposal has been approved by the RD, then forwarded to FMD</i></p>	Not Applicable	3 days	Field Project Development Officer Provincial Coordinator Regional Program Coordinator Budget Officer Division Chief Regional Director
	<p>13. Notify the program participants for the status of their request.</p>	Not Applicable	1 day	Field Project Development Officer
	TOTAL	None	15 days	

PROMOTIVE SERVICES DIVISION

Non - Frontline Services

1. REQUEST FOR FUND RELEASE (IP – CDD) (FOR MANUAL RFR)

A component of the program is the release of funding from the Department to the LGU beneficiaries. This funding shall be used for the program implementation of the Barangay level as agreed in the Memorandum of Agreement between the DSWD and the LGU.

Office or Division	Promotive Services Division
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Barangay Local Government Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manual Request for Fund Release Slip	DSWD Field Office 02/ Municipal Financial Analyst
2. Approved Obligation Request	DSWD Field Office 02/ Financial Analyst II
3. Notarized Sub-Project Agreement	DSWD Field Office 02/ KALAHI RPMO
4. Sub-project lot/site notarized documents, as applicable to the type of sub-project being proposed	Local Government Unit/ Barangay Level
5. Barangay Council Resolutions and Applicable Tribal/ICC Council Resolutions	
6. Annual Procurement Plan (APP) and Project Procurement Management Plan (PPMP)	
7. MDRRMC Resolution	Local Government Unit/Municipal Level
8. Certification from the authorized Health Officer from the MLGU or authorized representative from DOH stating that the specifications of the proposed sub-project is compliant with standard health and safety protocols.	
9. Certification from the Municipal Engineer that all technical documents were prepared based on: (i) the program and GOP Engineering Standards, ii) standard plans of partner NGAs as applicable, iii) Market Survey, iv) inventory of Existing Technical Resources, v) Site Investigation Report; and, vi) the ESMP, among others.	
10. Certification from the Municipal Engineer that the quality of aggregates supplied by the communities are suitable for community infrastructure sub-projects	
11. Other requirements depending on project type	
12. Local Counterpart Contribution for SPI Monitoring Plan	DSWD Field Office 02/ Technical Facilitators
13. Completely filled-out Program of Works	
14. Sub-project technical documents and technical specifications	DSWD Field Office 02/ Area Coordinators
15. Geotagged Photos Required	
16. Environmental and Social Safeguards Checklist (ESSC), Environmental and Social Management Plan (ESMP), and other applicable safeguards instruments depending on the SP	
17. Approved Sub-Project Proposal	Bureau of Treasury
18. Bond Premium of the Barangay Treasurer	
19. Bank snapchat and/or Bank Certificate	Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
Submission of Approved Sub-project proposal supported with BDRMMC and MDRMMC Resolution	Encoding of Approved Sub-project in the GTWA to generate SP ID	None	30 Minutes (1 day)	DSWD ACT/ CEF
	Transfer of data from GTWA to the Manual RFR Database and Issuance of Manual RFR Slip to the ACT	None	30 Minutes (1 day)	DSWD Mainstreamed staff/ FA III or FA II
Facilitate completion of RFR using RFR Checklist and submit accomplished RFR to DSWD KALAHI RPMO	Evaluation of correctness and completeness of forms and endorsement to RPC	None	8 days	DSWD RPMO/ CDO IV, PDO IV, SAO, FA III and FA II
	Review of RPC and endorsement to Promotive Division Chief and ARDO (for amounts not exceeding 2M) or RD (for amounts exceeding 2M)	None	5 days	DSWD RPMO/ RPC, DC, and ARDO or RD
	Processing of funds, preparation of ADA/Check, and downloading of funds	None	5 days	DSWD Mainstreamed staff/ FA III or FA II and Cash Clerk
	TOTAL	None	20 working days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Promotive Services Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Promotive Services Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p> <p><i>Presidential Complaint Center (PCC):</i></p>

	<p>Email: pcc@malacanang.gov.Ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLOT landlines</p>
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DISASTER RESPONSE MANAGEMENT DIVISION

Frontline Services

1. PROVISION OF RELIEF ASSISTANCE FOR INTERNALLY DISPLACED PERSONS (IDPS)

Office or Division:	Disaster Response Management Division			
Classification:	Food and Non-Food Items			
Type of Transaction:	Provision of Relief Assistance for Internally Displaced Persons (IDPs)			
Who may avail:	Local Government Units (LGUs) / Partners / Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sufficient number of relief goods for distribution	Regional Resource Operation Section (RROS)			
2. Logistical Requirements	Regional Resource Operation Section (RRO)			
3. Distribution Plan (No. of IDPs, distribution site, the and date of distribution)	Disaster Response and Rehabilitation Section (DRRS)			
4. Masterlist of IDPs	Local Government Unit (LGU)			
5. IDPs shall have DAFAC on-hand	Local Government Unit (LGU)			
6. Transparency				
7. According to social and cultural and gender sensitivity context of the affected population	Regional Resource Operation Section (RROS)			
8. Safety and security in the distribution area	Local Government Unit (LGU)			
9. IDPs (women) participation in the distribution (inside EC)	Local Government Unit (LGU)			
10. Presence of community leaders in the distribution (outside EC)	Local Government Unit (LGU)			
11. Relief Distribution Sheet (RDS)	Local Government Unit (LGU)			
12. Priority Lane for the vulnerable sectors (children, elderly, pregnant and lactating women)	Local Government Unit (LGU)			
13. LGU is responsible for establishing community kitchen in evacuation areas	Local Government Unit (LGU)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter for relief augmentation	<ul style="list-style-type: none"> • DRRS recommends and endorses the request letter to Division Chief • DC to endorse / recommend the request letter to OIC-Director • OIC- approves/ disapproves recommendation • DRR prepares response letter 	N/A	<ul style="list-style-type: none"> • 10-15 mins. • 10-15 mins. • 10-15 mins. 	<ul style="list-style-type: none"> • DRR • DC • OIC

	for approval of OIC <ul style="list-style-type: none"> • RROS prepares the RIS for signature of DC • DC endorse to Director for signature 		<ul style="list-style-type: none"> • 5 minutes • 15 minutes • 1-2 minutes 	<ul style="list-style-type: none"> • DRR • RROS • ORD
TOTAL		None	46 minutes to 1 hour and 7 minutes	

2. DSWD DISASTER DATA REQUEST PROCESSING

Office or Division:	Disaster Response Management Division			
Classification:	Simple			
Type of Transaction:	DSWD Disaster Data Request Processing			
Who may Avail:	LGUs / Stakeholders / Partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request signed by the LCE		Office of the LCE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter of request for data on disaster to the Office of the Regional Director	Receives and forwards the document to the DRMD with instructions from the RD	None	5 minutes	<i>Administrative Assistant III and Regional Director</i>
	1.1 Receives, checks and forwards the document with notations from the DRMD Chief, to the Disaster Response Information Management Section (DRIMS) for appropriate action	None	5 minutes	<i>Administrative Assistant II and DRMD Chief</i>
	1.2 Reviews and assess the document and extracts needed data from the source	None	30 minutes	<i>PDO III- Dromic Focal and DRIMS Head</i>
	1.3 Prepares the letter for approval and forward to the Division Chief		30 minutes	
	1.4 Reviews and initials the notice of approval for the approval of ARDO	None	10 minutes	<i>DRMD Chief</i>
	1.5 Forwards notice of approval to the Office of the Regional Director for signature	None	5 minutes	<i>Administrative Assistant II- DRMD</i>

		None		
	1.6 Receives, reviews and signs notice of approval		10 minutes	<i>Administrative Assistant III and Regional Director</i>
	1.7 Receives, scans and sends signed notice of approval to the LGU		10 minutes	<i>Administrative II-DRMD</i>
	TOTAL	None	1 hour and 45 minutes	

3. LOCAL IN-KIND DONATION FACILITATIONS

Office or Division	Regional Resource Operations Section			
Classification	Simple			
Type of Transaction	G2G-Government to Government ; G2C-Government to Citizen			
Who may avail:	Individual Donors, Groups, Organizations, and Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed list of items for donation (to be provided by donor)				
2. Purpose of donation (to be indicated by donor)				
3. Donor information and contact details (to be provided by donor)				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to designated donations facility	➤ Lead donor to the designated officer	None	➤ 5 minutes	➤ RROS Security Officer
2. Provide details of donation/s to the Donations Facilitation Officer/s, or the RROS receiving Officer/s, with the following information: a. Name of Donor/Organization b. Contact details c. List of item/s to donate including nominal value/ expiry dates d. Purpose of Donation	➤ Record the details provided by the Donor/s.	None	➤ 10 minutes	➤ Donations Facilitation Officer/ RROS Receiving Officer
3. Present the donation/s to the assisting officer and stand witness to the full inspection.	➤ Conduct visual inspection to determine	None	➤ 5 minutes	➤ Donations Facilitation Officer/ RROS

	<p>whether to accept or reject the donated items.</p> <ul style="list-style-type: none"> ➤ Conduct expiry inspection to determine whether to accept or reject the donated items. 		<ul style="list-style-type: none"> ➤ 60 minutes 	Receiving Officer
4. Counter-check details listed in the acknowledgement Receipt which will serve as proof of donation/s. If in order, fill-up the Feedback Form which will be handed by the Assisting officer.	<ul style="list-style-type: none"> ➤ Record accepted items in the inventory and provide feedback form to the donor/s. ➤ Issue Acknowledge ment Receipt 	None	<ul style="list-style-type: none"> ➤ 15 minutes ➤ 10 minutes 	<ul style="list-style-type: none"> ➤ Donations Facilitation Officer/ RROS Receiving Officer
Total		None	105 minutes	

DISASTER RESPONSE MANAGEMENT DIVISION

Non - Frontline Services

1. AUGMENTATION OF FOOD AND NON-FOOD ITEMS

Office or Division:	DRMD / RROS			
Classification:	Simple			
Type of Transaction:	Augmentation of Food and Non-Food Items			
Who may Avail:	Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request signed by the Local Chief Executive		Office of the LCE		
2. Copy of Masterlist of affected families signed by Local Social Welfare and Development Officer (LSWDO) and noted by the Local Chief Executive		LSWD Office		
3. Copy Situation/Incident/Disaster Report signed by the LSWDO and/or LDRRMO		LSWDO/ LDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter with complete supporting documents to the office of the Regional Director	<ul style="list-style-type: none"> Receives and forwards the documents to the DRMD Chief with instructions from the RD 	None	<ul style="list-style-type: none"> 5 minutes 	<ul style="list-style-type: none"> Administrative Assistant III and Regional Director
	<ol style="list-style-type: none"> Receives, checks and forwards the documents with notations from the DRMD Chief, to the Disaster Response and Rehabilitation Section (DRRS) for appropriate action If incomplete documents, 	None	<ul style="list-style-type: none"> 5 minutes 	<ul style="list-style-type: none"> Administrative Assistant II and DRMD Chief
		None	<ul style="list-style-type: none"> 30 minutes 	<ul style="list-style-type: none"> Social Welfare Officer IV

	<p>coordinate with the requestor for queries</p> <p>3. Reviews and assess the documents and recommend for Assessment Report, Prepares Request Issue Slip (RIS) and the letter for approval and forward to the Division Chief</p> <p>4. Reviews and initials the assessment report, the RIS and the notice of approval for the approval of ARDO</p> <p>5. Reviews and initials the assessment report and notice of approval; Approves the RIS.</p> <p>6. Receives and files the documents; inputs RIS detail into the Database Inventory of Releases and send notice of approval to LGU</p> <p>7. Receives and forwards the</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<ul style="list-style-type: none"> • 10 minutes • 10 minutes • 15 minutes • 2 minutes 	<p>DRMD Chief</p> <p>ARDO</p> <p>Administrative Assistant II, DRRS</p> <p>PDO RROS</p>
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	RIS to the concerned warehouse			
2. Schedules hauling and delivery of FNIs	<ul style="list-style-type: none"> Receives RIS and prepares facilitates delivery/hauling of FNIs 	None	<ul style="list-style-type: none"> 3 minutes 	<ul style="list-style-type: none"> PDO II
	<ul style="list-style-type: none"> Prepares FNIs for hauling/delivery 	None	<ul style="list-style-type: none"> 1 hour 	<ul style="list-style-type: none"> Warehouseman
3. Delivers and signs RIS/ delivery receipt	<ul style="list-style-type: none"> Receives Signed and approved RIS and Delivery Receipt for immediate dispatch 	None	<ul style="list-style-type: none"> 5 minutes 	<ul style="list-style-type: none"> Warehouseman
TOTAL		None	2 hours and 30 minutes	<ul style="list-style-type: none">

2. CLIMATE CHANGE ADAPTATION AND MITIGATION PROGRAM (CASH-FOR-WORK)

Office or Division:	DRMD/ DRRS
Classification:	Simple

Type of Transaction:		Climate Change Adaptation and Mitigation Program (Cash-for-Work)		
Who may avail:		Local Government Units (LGUs) / Partners / Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Orientation to LGUs/partners		DRRS		
2. Submission on documentary requirements (Letter of Intent, Action PPlan, Project Proposal)		MSWDO Office		
3. Selection of beneficiaries		MSWDO Office		
4. Schedule of pay-out to the beneficiaries		DRRS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements by the LGUs	<ul style="list-style-type: none"> • PDOs review and check for the completeness of documents before submitting to the section's head • DRRS recommends and endorses the documents to Division Chief • DC to endorse the request to Officer-in-Charge • OIC- approves/ disapproves recommendation • DRR prepares voucher for the allocation of budget and endorses to DC for the approval • DC to 	None	<ul style="list-style-type: none"> • 4 hours 	<ul style="list-style-type: none"> • DRRS

	endorses the voucher to budget			
2. Preparation of payroll	<ul style="list-style-type: none"> • PDOs submit the complete information or masterlist to DRIM section • DRIMs prepare for the payrolls of the beneficiaries in different municipalities 	None	• 2 hours	• DRIMS
TOTAL		None	6 Hours	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the Client Satisfaction Measurement Form available at the Disaster Response Management Division or at

	<p>the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
<p>How feedbacks are processed</p>	<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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
<p>How to file a complaint</p>	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Disaster Response Management Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
<p>How complaints are processed</p>	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Anti Red-Tape Authority (ARTA): Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p> <p>Presidential Complaint Center (PCC): Email: pcc@malacanang.gov.Ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56</p>

	P5.00 + VAT per call anywhere in the Philippines via PLOT landlines
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POLICY AND PLANS DIVISION

Frontline Services

1. HANDLING GRIEVANCE REDRESS MANAGEMENT SERVICE OF UCT BENEFICIARIES

Office or Division	Unconditional Cash Transfer Regional Program Management Office – Policy and Plans Division
Classification	Simple

Type of Transaction	G2C – Government to Citizen			
Who may avail	Unconditional Cash Transfer (UCT) beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UCT Beneficiary Form		Applicant		
Any valid ID		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. File complaint directly to the Office or even during pay-out	1. Receive and accommodate the complaint of clients	None	5 minutes to 30 minutes	<i>UCT RPMO Secretary</i>
	1.1. Verify complaint in UCT Database	None	10 minutes to 20 minutes	<i>Information Technology Officer I, UCT RPMO</i>
2. Sign in the UCT – RPMO Grievance Form	2. Facilitate signing of the client in the UCT – RPMO Grievance Form	None	3 minutes to 10 minutes	<i>Information Technology Officer I, UCT RPMO</i>
	2.1. Assess grievance and give necessary advice. The inquiry may be forwarded to UCT National Program Management Office, Local Government Unit or Landbank of the Philippines for appropriate action.	None	15 minutes to 1 hour	<i>Regional Focal Coordinator, UCT</i>
	TOTAL	None	2 hours	

2. PUBLIC SOLICITATION

It refers to the issuance of permit to any person, corporation, organization or association desiring to solicit or receive contributions for charitable or public welfare purposes.

Office or Division	Standards Section
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Classification	Simple
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail	Any applicant person, corporation, organization or association or any other juridical entity including but not limited to National Government Agencies (NGAs), Government Owned and Controlled Corporations (GOCCs), state colleges/universities (SUCs) and other government agencies, non-government organizations, civic society organizations (CSOs) operating in the Philippines that are desiring to solicit or receive contributions from the public for charitable or public welfare purposes.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Government Agencies	
Duly accomplished Application Form	Applicant
Project Proposal including the work and financial plan on the activity to be undertaken.	Applicant
Profile of current governing board members or its equivalent in the corporation	Applicant
Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fund raising activities	Applicant
Approved and notarized board resolution or written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment	Applicant
Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as: <ul style="list-style-type: none"> a. Director of Private Schools –if for private school projects b. School Superintendent –if for public school projects c. Department of Health –if for medical and health projects d. Local Government Unit –if for provincial/city/municipality projects e. Bishop/Parish Priest/Minister or Head of any Sect –if church or religious projects for public and 	Applicant

charitable purposes f. Endorsement Letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU –if allows the individual applicant to raise funds under its name.	
Processing Fee (Php 500.00)	Applicant
Fund utilization report of its proceeds and expenditures duly certified by its auditor/book keeper.	Applicant
Non-government Organizations / Associations	
Duly accomplished Application Form	Applicant
Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, <i>if new application</i>	Applicant
Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agencies. This shall be required if the date of registration with the concerned regulatory government agency is more than five (5) years prior to application.	Applicant
Project Proposal including the work and financial plan on the activity to be undertaken.	Applicant
Profile of current governing board members or its equivalent in the corporation	Applicant
Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fund raising activities	Applicant
Approved and notarized board resolution or written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment <i>(for individual)</i>	Applicant
Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as:	Applicant

<ul style="list-style-type: none"> a. Director of Private Schools –if for private school projects b. School Superintendent –if for public school projects c. Department of Health –if for medical and health projects d. Local Government Unit –if for provincial/city/municipality projects e. Bishop/Parish Priest/Minister or Head of any Sect –if church or religious projects for public and charitable purposes f. Endorsement Letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU –if allows the individual applicant to raise funds under its name. 	
Fund utilization report of its proceeds and expenditures duly certified by its auditor/book keeper.	Applicant
Processing Fee (Php 500.00)	Applicant
Persons	
Duly Accomplished Application Form	Applicant
Certified true copy of Certificate of Registration and Articles of Incorporation and by-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, <i>if new application</i>	Applicant
Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet from any of the above-mentioned regulatory government agencies. This shall be required if the date of registration with the concerned regulatory government agency is more than five (5) years prior to application.	Applicant
Project Proposal including the work and financial plan on the activity to be undertaken.	Applicant
Profile of current governing board members or its equivalent in the corporation	Applicant
Notarized written agreement or any similar document signifying of the intended beneficiary/ies concurrence as recipient of the fund raising activities	Applicant

Approved and notarized board resolution or written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of fund utilization or pledge of commitment <i>(for individual)</i>	Applicant			
Endorsement or certification from any but not limited to the following agencies allowing the applicant to undertake solicitation in the agency's jurisdiction such as: <ul style="list-style-type: none"> a. Director of Private Schools –if for private school projects b. School Superintendent –if for public school projects c. Department of Health –if for medical and health projects d. Local Government Unit –if for provincial/city/municipality projects e. Bishop/Parish Priest/Minister or Head of any Sect –if church or religious projects for public and charitable purposes f. Endorsement Letter from DSWD registered and licensed SWDA or the Crisis Intervention Unit of the DSWD or LGU –if allows the individual applicant to raise funds under its name. 	Applicant			
9. Applicant's Social Case Study Report from his/her localities duly signed by the City/Municipal Social Welfare and Development Office (C/MSWDO)	Applicant			
10. Treatment Protocol (Original/Certified True Copy by the attending physician with corresponding license number) or Medical Certificate/Abstract (Certified True Copy of the Hospital's Records Section)	Applicant			
Fund utilization report of its proceeds and expenditures duly certified by its auditor/book keeper.	Applicant			
Processing Fee (Php 500.00)	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit complete	1. Receive and review complete	None	1 minute	Client/End User

requirements to DSWD Field Office No. 02 Standards Section	requirement Note: If incomplete, inform the applicant of the required documents			
2. Pay processing fee at Cashier	2. Receive payment and issue official receipt (OR)	Php 500.00	3 minutes	Cashier
3. Photocopy OR	3. Receive photocopy of OR	None	1 minute	Administrative Staff
4. Await disposition of the request	4. Prepare Assessment Report	None	45 minutes	Social Worker
	4.1. Review and endorse approval of the Assessment Report	None	5 minutes	Social Worker
	4.2. Review and approve Assessment Report Note: If not approved, the Assessment Report shall be reverted back to the Applicant for enhancement.	None	5 minutes	Chief, Policy and Plans Division
	Prepare Solicitation Permit	None	2 minutes	Administrative Assistant
	TOTAL	Php 500.00	1 hour and 2 minutes	

3. 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.

Office or Division	Standards Section			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All private Social Welfare and Development agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form		Downloaded via www.dswd.gov.ph 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		
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 and supporting documents	2. Receive the application documents and supporting documents	None	2 minutes	Administrative Assistant
	2.1. Review the completeness of submitted application form and documentary requirements	None	45 minutes	Technical Staff

	<p>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.</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 with recommendation of issuance of Registration Certificate	None	1 working day	Technical Staff

	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 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
	TOTAL	Php 1,000.00	7 working days and 27 minutes	

4. PROVISION OF TECHNICAL ASSISTANCE WITH SWD PROGRAMS AND SERVICES, SERVICE PROVIDERS, CSOS ALONG WITH SOCIAL WELFARE AND DEVELOPMENT

Description

This activity is in support to the Department of Social Welfare and Development directions on its different Organizational Outcomes (OOs). The 5th organizational outcome focuses on the Department's mandate relative to the improvement of the delivery of Social Welfare and Development programs and services by the Local Government Units. This can be done through the provision of Technical Assistance and Resource Augmentation to local government partners particularly the Local Social Welfare and Development Offices.

Office or Division	Office of the Regional Director
Classification	Complex
Type of Transaction	G2G – Government to Government (LSWDO Service Delivery Assessment Validation)
Who may avail	LGUs – Municipal, City, Province
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. VMGs of the office, IEC materials	P/C/MSWD Office of the LGU
2. Manual of Operation of the LSWDO	
3. Organizational Structure	
4. Training Certificates of the LSWDO staff	
5. Accreditation certificates of SW and PMOC team	
6. Vouchers, receipts, policy on donations	
7. Policy on records management	
8. First Aid Kit	
9. Result of FRVA	
10. Social Protection and Development Report	
11. Local Development Investment Program	
12. List of vulnerable families	
13. Accomplishment reports of the LSWDO	
14. LSWDO Minutes and attendance of staff meetings	
15. Case Management folders	
16. LCPC documents (assessment result, WFP, minutes of meetings, accomplishment reports)	
17. Local Code for Children, IEC	
18. LJIP Plan	
19. Cert of accreditation of DCCs & DCWs	
20. LCAT-VAWC documents (minutes of meetings, WFP, accomplishment reports, barangay VAWC reports)	
21. All SO, EO, AO, Resolution related to LCPC,VAWC, Disaster and committee memberships of the LSWD Officer.	
22. Appointment Papers of staff	HR Office of the LGU
23. Vouchers on Magna Carta or Hazard pay	Accounting/Budget Office of the LGU
24. Approved Work and Financial Plan	
25. Approved Annual Investment Plan	
26. SWD Budget allocation & utilization	
27. SO for Emergency Response Team	LDRRM Office of the LGU
28. Risk and vulnerability map	
29. Hazard Disaster and Contingency Plan	
30. MOA with suppliers	
31. Inventory of Stockpile	
32. Resource Map	

33. List of volunteers, Policy on Volunteer Management				
34. DROMIC report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. The LGU through the LSWDO will confirm their schedule of the assessment in coordination with the TARA Focal.	1. The TARA Focal put on calendar the agreed schedule.	None	8 hours	P/C/MSWD Officer/TARA Focal
	1.1. TARA Focal will draft letter regarding the activity and request for the Regional Director's signature.	None	8-16 hours (1-2 working days)	TARA Focal
	1.2. TARA Focal will request for the Regional Director's signature on Van Contract Agreement for van rental and Travel Order			
1.3. TARA Focal will coordinate on the availability of van with the owners.				
2. P/C/MSWDO informs the Local Chief Executive re: the activity.	2. Send communication letter to the LGU-LCE cc: P/C/MSWDO.	None	4 hours	TARA Focal
	2.1. TARA Focal coordinates the schedule for the availability of the Regional Monitoring Team (RMT) members.	None	4 hours	TARA Focal
3. P/C/MSWDO starts to prepare the checklist of requirements as Means of Verification during the actual assessment validation (for Face to Face).	3. Follow up on the availability of the documents.	None	2-3 weeks	P/C/MSWD Officer and staff
4. For virtual conduct of the activity, the P/C/MSWDO submits scanned copies or pictures of the checklist of requirements to the TARA Focal.	4. Review the submitted documents per work area – Admin and Organization, Program Management and Institutional Mechanisms.	None	2-3 weeks	P/C/MSWD Officer/TARA Focal
5. Preparation for the actual activity as scheduled earlier.	5. Prepare and finalize logistics for the activity.	None	8 hours	P/C/MSWD Officer/TARA Focal
6. During the activity, all of the available checklist of requirements are presented	6. RMT to review the available documents of the	None	4 hours	LSWDO/RMT

to the RMT for review.	LSWDO.			
	6.1. Consolidate the result of the assessment validation for Exit Conference.	None	2 hours	RMT
7. Preparation of the venue for the Exit Conference/actual Exit Conference. Invite the LCE or representative (MA,HR,Budget Officer, Planning Officer)	6.2. Present the result to the LSWDO staff, LCE or any of his/her representative/s - Municipal Administrator, HR, Budget Officer, Planning Officer and the like.	None	2 hours	RMT
	TOTAL	None	16 working days	

5. LICENSING OF AUXILIARY SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) 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 an Auxiliary SWDA. A License to Operate shall be issued after having complied with the criteria and all prescribed requirements.

Office or Division	Standards Section	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen G2B – Government to Business	
Who may avail	Auxiliary Social Welfare and Development Agencies (SWDAs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
INTENDING TO OPERATE		
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	
IMPLEMENTING PRIOR TO ITS APPLICATION		
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	Applicant	
Profile of Employees and Volunteers	Applicant	
At least one (1) full time staff who will manage its operations	Applicant	
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 year	Applicant
Profile of Clients served for the preceding and current year	Applicant
OPTIONAL/ADDITIONAL REQUIREMENTS (BOTH FOR INTENDING AND ALREADY OPERATING)	
Basic documents for those operating in more than one region	
Basic documents for those operating in more than one region	
List of main and satellite/branch offices, if any	Applicant
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	Applicant
Documents establishing corporate existence and regulatory compliance	
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	Applicant

area/s of jurisdiction				
For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)		Applicant		
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	None	1 hour	Technical Staff

	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			
	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	None	3 minutes	Administrative Staff

	approval and signature of the Regional Director			
	6.3. Approve Confirmation Report and License Certificate	None	2 working days	Officer-in-Charge
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
	TOTAL	Php 1,000.00	13 working days, 2 hours and 17 minutes	

6. 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.

Office or Division	Standards Section	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen G2B – Government to Business	
Who may avail	All Social Welfare Agencies (SWAs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
INTENDING TO OPERATE		
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	
IMPLEMENTING PRIOR TO ITS APPLICATION		
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	Applicant	
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 beneficiaries that require social case management	Applicant	
2. For residential care facilities, to	Applicant	

<p>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>	Applicant
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 year	Applicant
Profile of Clients served for the preceding and current year	Applicant
OPTIONAL/ADDITIONAL REQUIREMENTS (BOTH FOR INTENDING AND	

ALREADY OPERATING)	
Basic documents for those operating in more than one region	
Basic documents for those operating in more than one region	
List of main and satellite/branch offices, if any	Applicant
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.	Applicant
Documents establishing corporate existence and regulatory compliance	
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 rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)	Applicant
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 requirements not complied with. Application documents shall be returned to the	None	1 hour	Technical Staff

	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 and License Certificate	None	2 working days	Officer-in-Charge
5. Receive the Confirmation Report and	5. Notify the applicant of the approval and	None	1 working day	Administrative Staff

Registration Certificate	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 of through awarding ceremonies)			
	TOTAL	Php 1,000.00	13 working days, 2 hours and 17 minutes	

7. ACCREDITATION OF SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES

It refers to the process of assessing a licensed SWA if their SWD programs and services are compliant to the Department's set standards. After compliance of the same, a Certificate of Accreditation shall be issued as proof of official recognition of the quality delivery of SWD programs and services.

Office or Division	Standards Section	
Classification		
Type of Transaction	G2C – Government to Citizen G2B – Government to Business	
Who may avail	All public and private registered and licensed SWA with Social Welfare and Development programs and services	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mandatory Requirements		
Accomplished Application Form	Applicant	
Pre-accreditation assessment conducted by Field Office No. 02	Standards Section	
Duly Accomplished Pre-Accreditation assessment tool signed by the SWA's Head of Agency or authorized representative	Applicant	
Certification of no derogatory information issued by Security and Exchange Commission (except those operating less than six (6) months upon filing of the application)	Applicant	
ABSNET Membership	Applicant	
Work and Financial Plan for two (2) succeeding years	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)	Applicant	
Annual Accomplishment Report from the Previous year	Applicant	
Audited Financial Report of the previous year	Applicant	
Profile of Clients served for the preceding and current year	Applicant	
Certification from the SWDAs Head of Agency on their observance and 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	

Optional/Additional Requirements	
<p>Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operations 2. Profile of Board of Trustees and Volunteers 3. Profile of Employees and Volunteers 4. Staff requirement shall be based on Staff Client ratio per standards on accreditation of specific programs and services 	<p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
<p>Documents establishing corporate existence and regulatory compliance</p> <ol style="list-style-type: none"> 1. Certified True Copy of General Intake Sheet issued by SEC/CDA or any regulatory agencies <p>For residential care and community based with facility</p> <ol style="list-style-type: none"> 1. Copy of the Occupancy Permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) 2. Fire Safety Inspection Certificate 3. Water Potability Certificate or Sanitary Permit <p>For applicant with past and current partnership with the DSWD that involves transfer of funds</p>	<p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
<p>For applicant that are identified that would be serving IP, appropriate additional documentary requirement will be required in order to ensure that the rights of the IP sectors are protected as per RA 8371 (The Indigenous Peoples' Rights Act of 1997)</p>	<p>Applicant</p>
<p>Certification from DSWD and/or other</p>	<p>DSWD or concerned government</p>

concerned government agencies that the applicant is free from any financial liability/obligation		agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Request for pre-assessment /validation	1. Receive request for the conduct of pre-assessment	None	1 minutes	Administrative Staff
	1.1. Acknowledge and transmit final schedule of the pre-assessment visit	None	1 working day	Technical Staff
2. Receive schedule of the pre-assessment	2. Conduct pre-assessment visit	None	1 working day (exclusive of travel time)	Technical Staff
3. Await for the result of the pre-assessment visit	3. Prepare assessment report	None	1 working day	Technical Staff
	3.1. Approve assessment report	None	1 working day	Officer-in-Charge
4. Receive the assessment report	4. Transmit assessment report	None	1 working day	Officer-in-Charge
	TOTAL	None	5 working days	

8. MANAGEMENT AND PROCESSING OF DONATIONS FOR DUTY-EXEMPT IMPORTATION

This is to ensure that the foreign donated goods consigned to licensed and/or accredited SWDAs shall be received exclusively and entirely by the intended beneficiaries.

Office or Division	Standards Section			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Licensed and/or accredited Social Welfare and Development (Agencies SWADAs), Local Government Units (LGUs) National Government Agencies (NGAs), Government Owned and Controlled Corporations (GOCCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin, with the accompanying certificate as to fitness of food and medicine for consumption and compliance with the country of origin's sanitary and phytosanitary standards	Philippine Consular Office			
2. A separate Notarized Deed of Acceptance	Applicant			
3. Shipping documents such as original and/or duly certified true copy of Bill of Lading or Airway Bill	Applicant			
4. Original and/or duly certified true copy of Packing List	Applicant			
5. Duly- approved Plan of Distribution	DSWD DFE form 2, Annex B – Standards Section or download via https://www.dswd.gov.ph/issuances/			
6. In case of medicines, a certification from the Food and Drugs Administration (FDA) of the Philippines that the commodities are allowed for free distribution and use by the intended beneficiaries without the need of a prior prescription and that these are safe for human consumption	Department of Foreign Affairs			
7. Photocopy of Official Receipt signifying the payment of the processing fee at the DSWD Field Office	DSWD Field Office Cash Section			
8. If applicable, notarized distribution report on the latest shipment previously received by the applicant (DSWD DFE Form 3.	DSWD DFE Form 3 Annex C https://www.dswd.gov.ph/issuances/			
9. In case of relief items other than food and medicines, proof of prior agreements or approved arrangements with appropriate government agencies.	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESING	RESPONSIBLE

		BE PAID	TIME (RA 11032)	PERSON
1. Pre-application Process a. The duly licensed and/or accredited SWDA shall consult with the concerned DSWD Field Office for the confirmation and approval of their plan of distribution before negotiating for, or accepting any foreign donations b. In cases where the licensed and/or accredited SWDA operates nationwide, said SWDA shall secure approval from each DSWD Field Office having jurisdiction over the area where the distribution of goods shall take	1. Receive and review complete requirement Note: If incomplete, inform the applicant of the required documents		1 hour	PDO III

<p>place. The DSWD shall not allow SWDA with specific areas of operation, to expand their area of coverage for the purpose of accepting foreign donations.</p>				
<p>2. The applicant SWDA files the application and documentary requirement to the Standards Section</p>	<p>Receive the documentary requirements and provide the applicant organization with the Document Tracking System (DTS) for easy tracking and reference.</p> <p>Determine whether the submitted documents are complete.</p> <p>If complete, provide the organization an acknowledgement receipt and log the receipt of application, documents into the DTS.</p> <p>If incomplete, return the documents submitted accompanied by a checklist of requirements for applicant's compliance.</p>		<p>1 day</p> <p>1 hour</p>	<p>Administrative Assistant II (Standards Section)</p>
<p>3. SWDA will pay processing</p>	<p>Process payment at the Cash Section the same day and</p>	<p>P1,000</p>	<p>45 minutes</p>	<p>Administrative Staff (Cash Section)</p>

fee	the office will issue Official Receipt			
	Acknowledge the photocopy of the O.R. from the applicant organization		30 minutes	Project Development Officer I/III or SWO I or II or Administrative Assistant II (Standards Section)
	<p>Review the submitted documents as to compliance, both in form and substance. Area and site validation (only if necessary)</p> <p>If complete and compliant, an Acknowledgement Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared if necessary only</p> <p>If found incomplete or non-compliant,</p> <p>Acknowledgement Letter prepared shall contain the checklist of requirement to be secured and complied.</p> <p>Review and approve of the Acknowledgement Letter including its attachments</p>		3 days	SWO I / SWO II
	Prepare Assessment Form and Endorsement of the applicant SWDA		4 hours	SWOI/ SWO II

	to Standards Bureau			
	Review the Assessment Report and Endorsement to Standards Bureau		2 hours	SS Head, PPD Chief
	Approve the Assessment Report and Endorsement to Standards Bureau		1 day	Regional Director
	Email the signed Assessment Report and Endorsement to SB		30 minutes	Administrative Assistant II (Standards Section)
4. Receive the completed Client Satisfaction Feedback form.			5 Minutes	Administrative Assistant II (Standards Section)
	TOTAL	Php 1,000.00	5 days and 6 hours and 20 minutes	

9. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs) ORGANIZED BY THE SUSTAINABLE LIVELIHOOD PROGRAM

This is to regulate and enforce Social Welfare and Development (SWD) standards in the Field Office that are engaged or are planning to be engaged in SWD programs and services. These CSOs will implement projects and/or programs or use the received government funds as beneficiary.

Office or Division	Standards Section			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Beneficiary Civil Society Organizations organized by the Department through the SLP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		SLP Association		
2. Certified true copy of the Certificate of Eligibility issued by SLP-RPMO		SLP RPMO		
3. Endorsement of SLPAs with CoE signed by the RPC to include the project/s approved, address of the SLPA, and the budget approved for the project)		SLP RPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Endorsement of requirements to DSWD FO – Standards Section (SS)	Issuance of Certificate of Eligibility (CoE) <ul style="list-style-type: none"> • Endorsement of the certified true copy of the CoE with the Endorsement of SLPAs with CoE signed by the RPC to the SS 	No fees		SLP RPMO SLP RPMO / RPC
2. Review of the requirements by the Standards Section	<ul style="list-style-type: none"> • If the applicant has met all the requirements, the SS will sign the Endorsement of SLPAs with CoE as basis in the issuance of the Certificate of Accreditation (CoA) • If incomplete, the 	None	2days 2 days	SWO I/ SWO II

	<p>application requirements shall be returned to the SLP-RPMO for compliance of needed document/s</p>			
<p>3. Issuance of Certificate of Accreditation (CoA)</p>	<ul style="list-style-type: none"> • If all of the requirements are met, the SS shall prepare the CoA immediately after the review of the requirements. • The CoA and the Endorsement of the SLPAs with CoE will be endorsed to the Regional Director for signature. • SS will inform the CSO applicant, through SLP-RPMO of the final decision of the Regional Director. • The signed CoA shall be forwarded to the SLP RPMO • SLP RPMO will submit to the Cash Section the signed CoA for preparation of checks of SLPAs • Preparation of Checks • Signed CoA may 	None	<p>2 days</p> <p>10 minutes</p>	<p>SWO I/ SWO II</p> <p>SLP RPMO</p> <p>Cash Section</p> <p>Standard</p>

	be awarded to the CSO through a fitting ceremony, for pick up, or sent it through courier			Section
4. Appeals	<ul style="list-style-type: none"> If the application for accreditation is denied, the CSO applicant may appeal the denial before the Regional Director Resolution of appeal If appeal is not resolved within the FO level, the notice of appeal will be forwarded to the Office of the Secretary <p>Decision of the Secretary</p>	None	<p>Within 10 working days from receipt of the notice</p> <p>7 working days</p> <p>7 working days</p> <p>7 working days</p>	<p>CSO Applicant</p> <p>Standard Section</p> <p>Standard Section/ Standards Bureau</p> <p>Office of the Secretary</p>
5. Posting of Notice and Invitation to Submit Derogatory Records	<ul style="list-style-type: none"> Posting the signed CoA into a conspicuous place within the DSWD Field Office for public information Posting in the DSWD FO website and DSWD website for public information Sworn reports of derogatory records must be submitted/sent to 	None		<p>SS</p> <p>SS / RICTMS / ICTMS</p>

	<p>the DSWD FO Standards Section or through the official email address</p> <ul style="list-style-type: none"> • SS will endorse the report to the SLP-RPMO for appropriate action. • SLP RPMO will furnish a copy of the actions taken whether to cancel or not the CoA 		3 days	<p>SS / SLP RPMO</p> <p>SLP RPMO</p>
Total	Endorsement of requirements to DSWD FO – Standards Section (SS)	None	7 days and 10 minutes	
	Appeals	None	21 days	
	Posting of Notice and Invitation to Submit Derogatory Records	None	2 days	

10. ACCREDITATION OF PRE- MARRIAGE COUNSELORS

This is to establish a clear procedural process on the accreditation of pre-marriage counselors. It further aims to enhance the accreditation process including documentary requirements and qualifications required for accreditation.

Office or Division	Standards Section			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Social Workers other Professionals or Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form		Standard Section		
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		Applicant		
3. Photocopy of Training Certificates for at least twenty-four (24) four hours		Applicant		
4. 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. a. Certification from immediate Supervisor; or b. An approved resolution		Applicant		
5. Documentation of at least six (6) PMC sessions		Applicant		
6. Other documents to be made available during the assessment visit. a. Accomplished Marriage Expectation Inventory Form of would-be married couple/s present during the validation visit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submits application form together with the complete set of documents	Records receipt of application and forward to the assigned staff	No Fees	1 working day	Administrative Assistant II
2. Awaits for acknowledgement or notification relative to the application	Reviews and assesses the completeness of the requirements/documents submitted and notifies applicant and coordinate for the	None	5 days	Social Welfare Officer II

	schedule of assessment visit			
3. Prepare for the Actual Assessment	Conducts validation assessment	None	1 working day	Social Welfare Officer II
4. Awaits the approval of the application/ confirmation report/ issuance of the Certificate	Final Assessment and Prepares the confirmation letter/ assessment form and Certificate of Accreditation	None	7 working days	Social Welfare Officer II
5. Receives the Accreditation Certificate	Review and enhance Confirmation Report and forwards to PPD Chief for recommending approval	None	2 working days	Standards Section Head
	Recommend and endorse the confirmation report and Certificate of Accreditation		2 working days	PPD, Chief
	Approval/Signing of Confirmation Report and Accreditation Certificate		1 working day	Regional Director
	Release of Confirmation Report and Accreditation Certificate to PMC		1 working day	Administrative Assistant II
	TOTAL	None	20 working days	

11. APPROVAL FOR THE CONDUCT OF RESEARCH STUDY & ACQUIRING PRIMARY DATA FROM DSWD OFFICIALS/PERSONNEL, BENEFICIARIES, AND CLIENTS

Approval is issued to internal and external researchers 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 researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Research requests must be submitted to DSWD FO2 Director at least one (1) month before the projected start of data gathering activity.

Office or Division:	Policy and Plans Division (PPD) Policy Development and Planning Section (PDPS) –
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> 1. Internal researcher e.g. DSWD personnel researching to pursue higher academic education; and 2. External researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers who intend to conduct research studies related to or involve the Department.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If request shall not undergo Research Protocol: 1. Letter of request	Researcher
If the request shall undergo Research Protocol: 1. Letter of request 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher PPD-PDPS PPD-PDPS Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the designated administrative staff and fill in all the fields in the researcher's logbook located in the receiving area	1. Give the logbook to the researcher and request to fill out the details	None	2 Minutes	Administrative staff <i>PPD-PDPS</i>
2. Submit the required document (<i>letter of request</i>)	2. Receive request 1. Receive the required document and endorse it to RED Division Chief or OIC or Officer of the day 2. Furnish researcher with a receiving copy of the request letter 3. Encode the details from the logbook in the inventory of research requests 4. Assign the request to available RRE Technical Staff based on focals, e.g., sector/OBSUs/ Field Offices 5. Review and assess the research request if it shall undergo protocol using the <i>Checklist for Reviewing Research Request</i>	None	1 Minute 2 Minutes 5 Minutes 3 Minutes 15 Minutes	Administrative staff <i>PPD-PDPS</i> Administrative staff <i>PPD-PDPS</i> Administrative staff <i>PPD-PDPS</i> Division Chief RRE Technical Staff <i>PPD-PDPS</i>

	<ol style="list-style-type: none"> 1. For requests that need not go through the protocol – Endorse researcher to the concerned DSWD Offices/Bureaus/Sections/Units (ODSUs) then request the researcher to accomplish the <i>Client Satisfaction Measurement Survey</i> 2. For requests that need to go through the protocol, review documents as to completeness 3. If documents are complete, proceed to 3.1. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol if needed 			
<p>3. Submit additional required documents (<i>Research Request Form</i>,</p>	<p>3. Receive the required documents 1. Review and assess the submitted documents in</p>	<p>None</p>	<p>4 Days</p>	<p>Technical Staff <i>PPD-PDPS</i></p>

<p><i>Research Brief and research instruments)</i></p>	<p>consultation with the concerned ODSUs, Attached Agencies, and Field Offices.</p> <p>2. Consolidate comments/inputs from other offices</p> <p>3. Review and assess the research request in consultation with the concerned ODSUs. Attached Agencies and Field Offices.</p> <p>4. Consolidate comments/inputs from other offices</p> <p>5. To recommend Approval?</p> <p>1. Yes – prepare a recommendation for approval using the sample recommendation template for review and initial of the Policy and Plans Division Chief.</p> <p>2. No – Coordinate with the researcher in cases where relevant revisions need to be made. Two (2) days will</p>			
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	<p>be given to researchers to respond.</p> <p>Researchers may seek advice from PDPS on the results of the review.</p> <p>3. Researchers may re-submit their revised research request (i.e. brief, tools, etc.) based on the recommendations of the concerned DSWD offices.</p> <p>6. DSWD FO2 Director to approve/disapprove the request based on recommendations</p> <p>Approved?</p> <ol style="list-style-type: none"> 1. Yes - Inform researcher and endorse to the concerned ODSUs 2. No - Coordinate with researcher regarding the decision <p>Researchers may seek advice from PDPS on the results of the review.</p> <p>7. If pursuing a research request, go back to Step 3.5.3</p>		1 Day	Director DSWD FO2
4. Accomp	4. Request the	None	3 Minutes	Technical

lish the <i>Client Satisfaction Measurement Survey</i>	researcher to accomplish the <i>Client Satisfaction Measurement Survey</i>			Staff <i>PPD-PDPS</i>
5. Coordinate with the concerned office where the research request was endorsed	5. Assist the researcher in matters related to the conduct of data-gathering activities	None	1 Day	Technical Staff <i>PPD-PDPS</i>
	Total	None	6 Days	

12. OBTAINING SOCIAL WELFARE AND DEVELOPMENT (SWD) DATA AND INFORMATION

The SWD data and information are provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request 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:

- Secondary data (Statistics, reference materials, etc.) from any of the offices, bureaus, services and units within the Department. Secondary data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.
- 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 client or beneficiary is essential for the study, researcher 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 Department 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 student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in 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	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	<ol style="list-style-type: none"> 1. DSWD personnel conducting research for the purpose of pursuing higher academic education; and 2. External researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Data user

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	RESPONSIBLE
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		BE PAID	TIME	PERSON
1. Approach the designated administrative staff and fill in all the fields in the researchers' logbook located in the receiving area	1. Give the logbook to the researcher and request to fill out the details	None	2 Minutes	Administrative staff <i>PDPS</i>
2. Submit the required document (<i>letter of request</i>)	2. Receive request <ol style="list-style-type: none"> 1. Receive the required document and endorse it to PPD Division Chief or OIC or Officer of the day 2. Encode the details from the logbook in the inventory of data requests 3. Assign the request to available PDPS Technical Staff based on focals e.g. sector/ODSUs 4. Review and assess the needed data/information if the data are available within the 	None	1 Minute 3 Minutes 3 Minutes 3 Minutes	Administrative Staff <i>PDPS</i> Administrative Staff <i>PDPS</i> Division Chief or OIC <i>PDPS</i> Technical Staff <i>PDPS</i>

	<p>PDPS</p> <p>5. Provide the needed data/information if available within the PDPS</p> <p>6. If data is available in other DSWD Offices/Divisions/Sections/Units (ODSUs), PDPS Technical Staff will prepare an official communication to the concerned ODSUs using prescribed endorsement</p> <ul style="list-style-type: none"> • <i>Single data</i> • <i>Multiple data</i> <p><i>*The researcher shall be informed that the requested data will be sent through his/her email address instead</i></p> <p>7. However, if the data/statistics are not available in DSWD, the researcher shall be informed of other sources of</p>		<p>1 Day 3 Days</p>	
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	requested data 8. In case of denial of data request either in full or in part, the requesting party shall be informed and explain the grounds and reasons for such			
3. Accomplish the <i>Client Satisfaction Measurement Survey</i>	3. Request the researcher to accomplish the <i>Client Satisfaction Measurement Survey</i>	None	3 Minutes	Technical Staff <i>PDPS</i>
	Total	None	1-3 Days	

13. WALK-IN NAME MATCHING DATA REQUEST

The National Household Targeting System for Poverty Reduction (NHTS-PR) or Listahanan aims to establish an updated database of poor households that may be used by various protection stakeholders in their poverty alleviation programs. Thus, this service aims to provide data corresponding to the individual/s name matching request to determine if a household is in the Listahanan database and its corresponding poverty status (Poor or Non-poor).

Office or Division	Policy and Plans Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Name Matching Form (1 original)		National Household Targeting Section Office		
2. Valid government-issued ID (Present 1 copy of ANY of the following): a. Driver's License b. SSS UMID Card c. Passport d. PRC License e. Senior Citizen ID f. Philhealth ID g. Voter's ID h. Postal ID i. TIN		Government agencies issuing identification cards (LTO, SSS, GSIS, DFA, PRC, Philhealth, BIR, Post Office, PSA, and among others)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Fill out the Walk-in Name Matching Form and present one (1) valid ID in National Household Targeting Section Office	1. Assist the client in accomplishing the Walk-in Name Matching Form Receive and record the request in the transaction/tracking system, and endorse to the Regional Field Coordinator Note: If no ID presented, inform the client that request cannot be processed.	None	5 minutes	Section Secretary (National Household Targeting Section)
	1.1 Interview the client to evaluate the validity of the	None	10 minutes	Regional Field Coordinator (National Household

	<p>request as to its purpose.</p> <ul style="list-style-type: none"> • If not valid – inform the client on the grounds for the denial of the request based on the DSWD MC 12 s2017. • If valid – Forward the request to the Regional Information Technology Officer II for name matching <p>Note: In case the RITO II is on official travel, the client shall leave his/her contact details</p>			Targeting Section)
	<p>1.2 Conduct the Name Matching procedure based on the information provided</p> <ul style="list-style-type: none"> • Manual Verification • Running of Name matching application <p>Note: 1 day processing time if the RITO II is on official travel</p>	None	5 minutes	Regional Information Technology Officer II (National Household Targeting Section)
	<p>1.3 Review and archive the results. Endorse results to the Regional Field Coordinator</p>	None	5 minutes	Regional Information Technology Officer II (National Household Targeting Section)

2. Call the Regional Information Technology Officer II for retrieval of password upon receipt of the result.	2. Present and explain the result of name matching and administer the Customer Service Management System (CSMS)	None	5 minutes	Regional Field Coordinator (National Household Targeting Section)
	TOTAL	None	30 minutes	

14. DATA SHARING – LIST OF DATA MATCHES

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Memorandum of Agreement (MOA).

Office or Division	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business, G2G- Government to Government			
Who may avail	NGAs, GOCCs, NGOs, CSOs, and Private Foundations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (indicating reasons for List of data matches) addressed to the Office of the Regional Director of DSWD Field Office 02.		Requesting Party		
2. Original copy of the resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)				
1. Electronic copy of the Data Requirements				
2. Designated Data Protection Officer				
3. Valid proof of identities of the Agency Head and DPO				
4. Memorandum of Agreement		National Household Targeting Section Office 02		
5. Certificates: <ul style="list-style-type: none"> • Certificate of Orientation on DPA • Certification on Acknowledgement Receipt of the copy of the Law, IRR and its issuances • Physical setup Certification 				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESIN G TIME (RA 11032)	RESPONSIBL E PERSON
1. Send letter of request for name matching addressed to the office of the Regional Director of DSWD Field Office 02	1. Receive the letter request and endorse to the office of the Regional Director copy furnish the Division Chief of Policy and Plans Division	None	5 minutes	Records Officer (Records Section)
	1.1 Review, input	None	4 hours	Regional

	comments and decide if the request is for processing or not, then endorse to the Division Chief			Director (Office of the Regional Director)
	1.2 Input comments and endorse to the Regional Field Coordinator	None	10 minutes	Division Chief (Policy and Plans Division)
2. Receive update on the request and set a schedule of the inspection meeting with the Regional Field Coordinator	<p>2. Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s 2017 and set a schedule of the inspection meeting with the requesting party</p> <ul style="list-style-type: none"> • If approved – the inspection meeting will be scheduled including preparation of documentary requirements for submission • If disapproved – inform the requesting party of the reasons of disapproval 	None	30 minutes	Regional Field Coordinator (National Household Targeting Section)
3. Attend the scheduled inspection meeting	<p>3. Conduct orientation on Listahanan and discussion of the salient points of Data Privacy Act and hand-over the copy of the law, its IRR and the issuances of the NPC</p> <p>Note: NHTS facilitates signing of:</p> <ul style="list-style-type: none"> • Certificate of Orientation on the DPA • Acknowledgement Receipt of the copy of the law, 	None	2 hours	NHTS inspection team

	IRR, and its issuances			
4. Submit Memorandum of Agreement and other documentary requirements	4. Review submitted Memorandum of Agreement and other documentary requirements Note: If requirements are incomplete and have revisions, inform the requesting party		1.5 hours	Regional Field Coordinator (National Household Targeting Section)
5. Set a schedule of IT facilities inspection with the Regional Information Technology officer II	5. Make a schedule with the requesting party for the IT facilities inspection	None	30 minutes	Regional Information Technology Officer II (National Household Targeting Section)
6. Present IT facilities	6. Check the capability of the requesting party to protect the Listahanan Data <ul style="list-style-type: none"> • Inspection of IT Facilities • Collection of documentations based on data requirements Note: NHTS facilitates signing of certificates of inspection completion and conference exit <ul style="list-style-type: none"> • Certification of Physical Setup • Certification of Organizational, Technical and Security Setup 	None	1 day	NHTS Inspection Team
	6.1 Attach the certifications to the MOA and endorse to the Data Protection Officer	None	2 hours	Regional Field Coordinator (National Household Targeting Section)
	6.2 Assess the MOA, its purpose, and the attachments. Once approved,	None	1 day	Data Protection Officer

	<p>endorse the MOA to the Regional Director</p> <p>Note: If disapproved, inform the requesting party for revision</p>			
	<p>6.3 Review and sign the MOA. Endorse to the NHTS Regional Information Technology Officer II for data processing</p>	None	3 days	Regional Director
	<p>6.4 Process the request and review the result of the data generation</p>	None	4 days	Regional Information Technology Officer II (National Household Targeting Section)
	<p>6.5 Prepare Data Release Form (DRF), draft reply letter/memorandum and save results in flash drive with password protection</p> <p>Note: Other storage device may apply as long as it is approved by the RITO II and the storage device is provided by the requesting party</p>	None	1 day	Regional Information Technology Officer II (National Household Targeting Section)
	<p>6.6 Counter sign in the DRF and attach it to the finalized reply memo. Secure data and forward to the Section Secretary</p>	None	10 minutes	Regional Field Coordinator (National Household Targeting Section)
	<p>6.7 Track and scan the documents before releasing the results to the requesting party</p>	None	5 minutes	Secretary (National Household Targeting Section)
7. Receive the results	<p>7. Release the results to the requesting party and have the requesting party sign the DRF</p>	None	5 minutes	Secretary (National Household Targeting Section)
8. Call the Regional Information Technology Officer II for retrieval of	<p>8. Give the password of the file to the requesting party thru</p>	None	5 minutes	Regional Information Technology

password upon receipt of the result.	phone upon inquiry and administer the CSMS form per CART guidelines			Officer II (National Household Targeting Section)
TOTAL		None	10 days, 11 hours, 10 minutes	
*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				

15. DATA SHARING – NAME MATCHING

This service aims to provide 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	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business, G2G- Government to Government			
Who may avail	NGAs, GOCCs, NGOs, CSOs, and Private Foundations with existing data sharing agreement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (indicating reasons for name-matching) addressed to the Office of the Regional Director of DSWD Field Office 02.		Requesting Party		
2. Electronic copy of the names to be matched				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Send letter of request for name matching addressed to the office of the Regional Director of DSWD Field Office 02	1. Receive the letter request and endorse to the office of the Regional Director copy furnish the Division Chief of Policy and Plans Division	None	2 minutes	Records Officer (Records Section)
	1.1 Review, input comments and decide if the request is for processing or not, then endorse to the Division Chief	None	2 hours	Regional Director (Office of the Regional Director)
	1.2 Input comments and endorse to the Regional Field Coordinator	None	10 minutes	Division Chief (Policy and Plans Division)
	1.3 Check if the requesting party has existing data sharing agreement and review request if valid or not valid	None	1 hour	Regional Field Coordinator (National Household Targeting Section)

<p>2. Receive update on the request and set a schedule of the inspection meeting with the Regional Field Coordinator</p>	<p>2. Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s 2017 and set a schedule of the inspection meeting with the requesting party</p> <ul style="list-style-type: none"> • If approved – the inspection meeting will be scheduled including preparation of documentary requirements for submission • If disapproved – inform the requesting party of the reasons of disapproval 	<p>None</p>	<p>10 minutes</p>	<p>Regional Field Coordinator (National Household Targeting Section)</p>
<p>3. Attend the scheduled inspection meeting</p>	<p>3. Conduct re-orientation on Listahanan and discussion of the salient points of Data Privacy Act</p>	<p>None</p>	<p>1 hour</p>	<p>NHTS inspection team</p>
	<p>3.1 Process the name-matching request and review the result of the data generation</p>	<p>None</p>	<p>23 days (300,000 names)</p>	<p>Regional Information Technology Officer II (National Household Targeting Section)</p>
	<p>3.2 Prepare Data Release Form (DRF), draft reply letter/memorandum and save results in flash drive with password protection</p> <p>Note: Other storage device may apply as long as it is approved by the RITO II and the storage device is</p>	<p>None</p>	<p>1 hour</p>	<p>Regional Information Technology Officer II (National Household Targeting Section)</p>

	provided by the requesting party			
	3.3 Counter sign in the DRF and attach it to the finalized reply memo. Secure data and forward to the Section Secretary	None	10 minutes	Regional Field Coordinator (National Household Targeting Section)
	3.4 Track and scan the documents before releasing the results to the requesting party	None	5 minutes	Secretary (National Household Targeting Section)
4. Receive the results	4. Release the results to the requesting party and have the requesting party sign the DRF	None	5 minutes	Secretary (National Household Targeting Section)
5. Receive the password and answer the survey form	5. Give the password of the file to the requesting party thru phone and administer the CSMS form per CART guidelines	None	5 minutes	Regional Information Technology Officer II (National Household Targeting Section)
TOTAL		None	23 days, 5 hours, 47 minutes	
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				

16. DATA SHARING – STATISTICS/RAW DATA REQUEST

This service aims to provide a generation of source data, unprocessed anonymized data or numerical processed data of poor households as requested by the client

Office or Division		Policy and Plans Division		
Classification		Complex		
Type of Transaction		G2B – Government to Business, G2G- Government to Government, G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (citing the purpose and enumerating the kinds of data needed) addressed to the Office of the Regional Director of DSWD Field Office 02.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Send letter of request addressed to the office of the Regional Director of DSWD Field Office 02	1. Receive the letter request and endorse to the office of the Regional Director copy furnish the Division Chief of Policy and Plans Division	None	2 minutes	Records Officer (Records Section)
	1.1 Review, input comments and decide if the request is approved or not based on MC 12 s2017 and endorse to the Division Chief of Policy and Plans Division	None	5 hours	Regional Director (Office of the Regional Director)
	1.2 Input comments and endorse to the Regional Field Coordinator	None	10 minutes	Division Chief (Policy and Plans Division)
2. Receive feedback	2. Review the request if the request is: <ul style="list-style-type: none"> Not Clear – In case of vague data request, coordinate with 	None	1 hour	Regional Field Coordinator (National Household Targeting Section)

	<p>the requesting party to clarify the data requirements. He/She shall provide recommendations on other possible data that can be requested if the requested data is not available in the Listahanan Database in any means of communication available.</p> <ul style="list-style-type: none"> • Clear – Endorse request to the Regional Associate Statistician for data generation. 			
	<p>2.1 Generate the requested data from Listahanan Database and draft a reply letter/memorandum.</p> <p>Submit the results and reply letter to the Regional Field Coordinator.</p> <p>Note: The generated statistical/raw data can be in excel or in any format available.</p>	None	1 day	Regional Associate Statistician (National Household Targeting Section)
	<p>2.2 Review the generated statistical/raw data.</p> <ul style="list-style-type: none"> • Not accurate – Return generated statistical/raw data to the Regional Associate Statistician for revision • Accurate – Submit the generated statistical/raw data and reply 	None	5 hours	Regional Field Coordinator (National Household Targeting Section)

	letter/memorandum to the Division Chief			
	<p>2.3 Review the facilitated data, countersign the reply letter/memorandum and endorse to the Regional Director for approval and release</p> <ul style="list-style-type: none"> • Not accurate not acceptable – Return the facilitated data request to NHTS for revision • Accurate and acceptable – Sign the reply letter/memorandum. Endorse the facilitated data request to NHTS for release. 	None	5 hours	Division Chief (Policy and Plans Division)
	2.4 Further review the facilitated data request for approval to release.	None	5 hours	Regional Director
3. Receive the generated statistical/raw data	3. Track and scan the documents and facilitate the release of the approved data request	None	10 minutes	Secretary (National Household Targeting Section)
4. Answer CSMS	4. Administer the CSMS form per CART guidelines	None	5 minutes	Regional Associate Statistician (National Household Targeting Section)
	TOTAL	None	1 day, 21 hours, 27 minutes	

POLICY AND PLANS DIVISION

Non - Frontline Services

1. DATA SHARING WITH DSWD OBSUs – NAME MATCHING

This service aims to provide data corresponding to the individual/s name matching request to determine if a household is in the Listahanan database and its corresponding poverty status (Poor or Non-poor).

Office or Division	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who may avail	All DSWD F02 Offices, Bureaus, Services and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for name (indicate reasons for name-matching) addressed to the Office of the Regional Director of DSWD Field Office 02.		Requesting DSWD OBSU		
2. Electronic copy of the names to be matched				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Send letter of request addressed to the office of the Regional Director of DSWD Field Office 02	1. Receive the letter request and endorse to the office of the Regional Director copy furnish the Division Chief of Policy and Plans Division	None	2 minutes	Records Officer (Records Section)
	1.2 Review, input comments and decide if the request is for processing or not, then endorse to the Division Chief	None	2 hours	Regional Director (Office of the Regional Director)
	1.3 Input comments and endorse to the Regional Information Technology Officer II	None	10 minutes	Division Chief (Policy and Plans Division)

2. Receive feedback	2. Review the request and assess the electronic copy of names. <ul style="list-style-type: none"> • If disapproved – return to the requesting party and draft a reply letter stating the reasons for disapproval based on MC 12, s 2017. • If approved – Facilitate the request and inform the requesting party on the schedule of release of results 	None	1 hour	Regional Information Technology Officer II (National Household Targeting Section)
	2.1 Facilitate the request	None	20 days (for 300,000 names)	Regional Information Technology Officer II (National Household Targeting Section)
	2.2 Review the results and secure the data with password protection	None	3 days	Regional Information Technology Officer II (National Household Targeting Section)
	2.3 Prepare Data Release Form (DRF), draft reply letter/memorandum and save results in flash drive with password protection Note: Other storage device may apply as long as it is approved by the RITO II and the storage device is provided by the requesting party	None	1 day	Regional Information Technology Officer II (National Household Targeting Section)

	2.4 Counter sign in the DRF and attach it to the finalized reply letter/memorandum. Secure data and endorse to the Division Chief	None	10 minutes	Regional Field Coordinator (National Household Targeting Section)
	2.5 Sign the reply letter/memorandum	None	30 minutes	Division Chief (Policy and Plans Division)
	2.6 Approve or disapproved the reply letter/memorandum. Endorse to NHTS Note: If disapproved, return to NHTS for revision	None	4 hours	Regional Director
3.Receive the results of name-matching	3.Track and scan the documents before releasing the results to the requesting party	None	5 minutes	Secretary (National Household Targeting Section)
4.Receive the password	4.Give the password of the file to the requesting party thru phone. Administer the CSMS form per CART guidelines	None	5 minutes	Regional Information Technology Officer II (National Household Targeting Section)
TOTAL		None	24 days, 8 hours, 2 minutes	
With possible extension on the actual data processing depending on the volume of data and names requested				

2. DATA SHARING WITH DSWD OBSUs – LIST OF DATA SUBJECT

This service aims to provide a quality database of poor households that may contain Personal and Sensitive Personal Information as basis for the selection of the beneficiaries for social protection programs.

Office or Division	Policy and Plans Division			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who may avail	All DSWD F02 Offices, Bureaus, Services and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (indicating purpose and list of data sets) addressed to the Office of the Regional Director of DSWD Field Office 02.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Send letter of request addressed to the office of the Regional Director of DSWD Field Office 02	1. Receive the letter request and endorse to the office of the Regional Director copy furnish the Division Chief of Policy and Plans Division	None	2 minutes	Records Officer (Records Section)
	1.2 Review, input comments and decide if the request is for processing or not, then endorse to the Division Chief	None	2 hours	Regional Director (Office of the Regional Director)
	1.3 Input comments and endorse to the Regional Information Technology Officer II	None	10 minutes	Division Chief (Policy and Plans Division)
2. Receive feedback	2. Review the request and assess the electronic copy of names. <ul style="list-style-type: none"> • If disapproved – return to the requesting party and draft a reply letter stating the reasons for disapproval based on MC 12, s 2017. • If approved – Facilitate the request and 	None	1 hour	Regional Information Technology Officer II (National Household Targeting Section)

	inform the requesting party on the schedule of release of results			
	2.1 Facilitate the request	None	3 days	Regional Information Technology Officer II (National Household Targeting Section)
	2.2 Review the results and secure the data with password protection	None	3 days	Regional Information Technology Officer II (National Household Targeting Section)
	2.3 Prepare Data Release Form (DRF), draft reply letter/memorandum and save results in flash drive with password protection Note: Other storage device may apply as long as it is approved by the RITO II and the storage device is provided by the requesting party	None	1 day	Regional Information Technology Officer II (National Household Targeting Section)
	2.4 Counter sign in the DRF and attach it to the finalized reply letter/memorandum. Secure data and endorse to the Division Chief	None	10 minutes	Regional Field Coordinator (National Household Targeting Section)
	2.5 Sign the reply letter/memorandum	None	30 minutes	Division Chief (Policy and Plans Division)
	2.6 Approve or disapproved the reply letter/memorandum. Endorse to NHTS	None	4 hours	Regional Director

	Note: If disapproved, return to NHTS for revision			
3.Receive the results of name-matching	3.Track and scan the documents before releasing the results to the requesting party	None	5 minutes	Secretary (National Household Targeting Section)
4.Receive the password and answer	4.Give the password of the file to the requesting party thru phone. Administer the CSMS form per CART guidelines	None	5 minutes	Regional Information Technology Officer II (National Household Targeting Section)
	TOTAL	None	7 days, 7 hours, 2 minutes	

3. DATA SHARING WITH DSWD OBSUs – STATISTICS/RAW DATA REQUEST

This service aims to provide a quality database of poor households that may contain Personal and Sensitive Personal Information as basis for the selection of the beneficiaries for social protection programs.

Office or Division	Policy and Plans Division			
Classification	Complex			
Type of Transaction	G2G- Government to Government			
Who may avail	All DSWD F02 Offices, Bureaus, Services and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (indicating purpose and list of data sets) addressed to the Office of the Regional Director of DSWD Field Office 02.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Send letter of request addressed to the office of the Regional Director of DSWD Field Office 02	1. Receive the letter request and endorse to the office of the Regional Director copy furnish the Division Chief of Policy and Plans Division	None	2 minutes	Records Officer (Records Section)
	1.1 Review, input comments and decide if the request is approved or not based on MC 12 s2017 and endorse to the Division Chief of Policy and Plans Division	None	5 hours	Regional Director (Office of the Regional Director)
	1.2 Input comments and endorse to the Regional Field Coordinator	None	10 minutes	Division Chief (Policy and Plans Division)

2. Receive feedback	<p>2. Review request</p> <ul style="list-style-type: none"> • Not Clear – In case of vague data request, coordinate with the requesting party to clarify the data requirements. He/She shall provide recommendations on other possible data that can be requested if the requested data is not available in the Listahanan Database. • Clear – Endorse request to the Regional Associate Statistician for data generation. 	None	1 hour	Regional Field Coordinator (National Household Targeting Section)
	<p>2.1 Generate the requested data from Listahanan Database and draft a reply letter/memorandum.</p> <p>Submit the results and reply letter to the Regional Field Coordinator.</p> <p>Note: The generated statistical/raw data can be in excel or in any format available.</p>	None	1 day	Regional Associate Statistician (National Household Targeting Section)

	<p>2.2 Review the generated statistical/raw data.</p> <ul style="list-style-type: none"> • Not accurate – Return generated statistical/raw data to the Regional Associate Statistician for revision • Accurate – Submit the generated statistical/raw data and reply letter/memorandum to the Division Chief 	None	5 hours	Regional Field Coordinator (National Household Targeting Section)
	<p>2.3 Review the facilitated data, countersign the reply letter/memorandum and endorse to the Regional Director for approval and release</p> <ul style="list-style-type: none"> • Not accurate not acceptable – Return the facilitated data request to NHTS for revision • Accurate and acceptable – Sign the reply letter/memorandum. Endorse the facilitated data request to NHTS for release. 	None	5 hours	Division Chief (Policy and Plans Division)
	2.4 Further review the facilitated data request for approval to release.	None	5 hours	Regional Director
3. Receive the generated statistical/raw data	3. Track and scan the documents and facilitate the release of the approved data request	None	10 minutes	Secretary (National Household Targeting Section)
4. Answer survey	4. Administer the CSMS form per CART guidelines	None	5 minutes	Regional Associate Statistician (National Household

				Targeting Section)
	TOTAL	None	1 day, 18 hours, 27 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Policy and Plans Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Policy and Plans Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p> <p><i>Presidential Complaint Center (PCC):</i></p>

	<p>Email: pcc@malacanang.gov.Ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLOT landlines</p>
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HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

Frontline Services

1. ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY (LWOP)/NO LWOP TO SEPARATED EMPLOYEES

The Certificate of Leave Without Pay (LWOP)/No LWOP is issued to separated employees who have been cleared of money, property and legal accountabilities, which certified that they have/do not have Leave without Pay (LWOP) for a certain period.

Office or Division		Human Resource Management and Development Division Personnel Administration Section		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All DSWD Field Office 02 employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Human Resource Management and Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Secure Request Slip from the Human Resource Management and Development Division (HRMDD)	1. Receive and countercheck if Request Slip was properly filled out <i>Note: If not properly filled out, assist the client to properly accomplish the slip</i> 1.1. Endorse the request slip to the Office of the Assistant Regional Director for Administration (OARDA) for approval 1.2 Route the approved request slip to HRMDD Chief for endorsement to Personnel Administration Section (PAS) 1.3 Receive the approved request 1.4. Endorse the approved slip to the Section Head	None	1 day	Clerk, Human Resource Management Division Clerk, Human Resource Management Division Clerk, Human Resource Management Division Section Clerk, Personnel Administration Section Section Clerk, Personnel

	<p>1.5. Instruct staff to process the requested certification</p> <p>1.6. Facilitate the requested certification</p> <p>1.7. Endorse certification to PAS Head for initial</p> <p>1.8. Endorse certification to HRMDD Chief for signature</p> <p>1.9. Route the signed certificate to the OARDA for approval</p> <p>1.10. Route signed certificate to HRMDD clerk</p> <p>1.11. Receive the signed certificate for issuance to requesting client/ employee</p>			<p>Administration Section</p> <p>Section Clerk, Personnel Administration Section</p> <p>Assigned Personnel Administration Section (PAS) Staff</p> <p>Assigned Personnel Administration Section (PAS) Staff</p> <p>Assigned PAS Staff</p> <p>Section Head</p> <p>Clerk, Human Resource Management Division</p> <p>Clerk, Office of the Assistant Regional Director for Administration</p>
2. Sign the request slip to attest receiving of requested certificate	2. Provide signed LWOP/No LWOP Certificate	None	10 minutes	Clerk, Human Resource Management Division
	TOTAL	None	1 day, 10 minutes	

2. ISSUANCE OF REGIONAL CLEARANCE TO SEPARATED EMPLOYEES

It refers to the issuance of document certifying that an employee is cleared from work-related, money and property accountabilities and that he/she does not have pending administrative case before separating from the agency.

Office or Division	HR Management and Development Division Personnel Administration Section			
Classification	Complex (Multi-process)			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Employee who desire to transfer to other government agencies; who intends to resign, retire or to be separated from service; with scheduled personal travel abroad; with Application for Leave for 30 days or more			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intention to Resign/ Retire/ Transfer/ to be Separated from Service in case of staff with intension to leave.		Staff		
Copy of duly accomplished turn-over of accountabilities to immediate supervisor		Staff		
Declaration of No Pending Case		Attorney of choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit copy of Letter of Intention resign/retire/or to be separated from service Note: The letter must be stamped received by Records Section and duly approved/ accepted by the Regional Director Employees should observe the 30-day notice before effective date of resignation/ retirement/ separation	1. Receive and endorse the Letter of Intention to the Office of the Regional Director	None	5 minutes	Clerk, Records Section
	1.1. Act on the received Letter of Intention and endorse the same to the Human Resource Management and	None	5 minutes	Clerk, Office of the Regional Director

	Development Division			
	1.2. Prepare Letter of Acceptance of Resignation / Retirement/ Separation	None	Within the day of receipt	Personnel Officer
	1.3. Endorse the Letter of Acceptance of Resignation / Retirement/ Separation to the Office of the Assistant Regional Director for Administration for endorsement	None	Within the day of receipt	Clerk, Human Resource Management and Development Division
	1.4. Recommend the Letter of Acceptance of Resignation / Retirement/ Separation to the Office of the Regional Director	None	Within the day of receipt	OIC – Assistant Regional Director for Administration
	1.5. Sign Letter of Acceptance of Resignation / Retirement/ Separation	None	1 working day	Regional Director
2. Receive the signed Letter of Acceptance of Resignation / Retirement/ Separation	2. Endorse the signed Letter of Acceptance of Resignation / Retirement/ Separation to the employees Note: The Regional Clearance (3 copies) shall be attached to the signed Letter of Acceptance of Resignation / Retirement/ Separation	None	Within the day of receipt	Clerk, Human Resource Management and Development Division
3. Provide information/details in the Regional Clearance and endorse the Immediate Supervisor	3. Certify that the exiting employee is cleared of work-related accountabilities and properties	None	2 working days	Immediate Supervisor Division Chief

<p>Note: Ensure turnover of work-related accountabilities</p>	<p>Note: The Immediate Supervisor shall attach the duly accepted turnover of work-related accountabilities and properties</p> <p>Note: The exiting employee shall be informed of the lacking documents/properties prior signing.</p>			
<p>4. Await for the processing of the Regional Clearance</p>	<p>4. Receive the Regional Clearance with Box I and Box II properly filled up</p>	<p>None</p>	<p>Within the day of receipt</p>	<p>Clerk, Human Resource Management and Development Division</p>
	<p>4.1. Check requirements such as but not limited to submission of latest DTR and accomplishment report</p> <p>Note: The exiting employee shall be informed of the lacking requirements</p>	<p>None</p>	<p>1 working day</p>	<p>Personnel Administration Section</p>
	<p>4.2. Endorse the Regional Clearance to the Officer-in-Charge of the Human Resource Management and Development Division for his/her signature</p>	<p>None</p>	<p>1 working day</p>	<p>Personnel Administration Section</p>
	<p>4.3. Sign and forward the Regional Clearance to other offices indicated under Box III which are as follows: Property and Supply Section General Services Section</p>	<p>None</p>	<p>18 working days</p> <p>Note: The turnaround time depends on the availability of the signatories</p>	<p>Clearing Officials</p>

	Social Welfare Employees Association of the Philippines Mutual Business Association Regional Learning Resource Center Accounting Section Cash Section Human Resource Management and Development Division Note: The last Office to sign shall endorse the Regional Clearance to the Chair, Anti-Graft and Corruption Committee			
	4.4 Sign Box IV and certify that the exiting employee has no pending administrative case Note: The exiting employee shall submit Declaration of No Pending Case	None	Within the day of receipt	Chair, Anti-Graft and Corruption Committee
	4.5. Endorse the Regional Clearance to the Regional Director	None	1 working day	Chair, Anti-Graft and Corruption Committee
	4.6. Sign Box V	None	2 working days	Regional Director
	4.7. Forward duly signed Regional Clearance to Personnel Administration Section	None	1 working day	Clerk, Office of the Regional Director
5. Receive the a copy of the signed Regional	5. Issue signed Regional Clearance to the exiting	None	Within the day of receipt	Personnel Administration Section

Clearance	<p>employee</p> <p>Note: One copy shall be attached to the exiting employee last salary and the other shall be part of his/her 201 file</p> <p>One Copy shall be forwarded to Financial Management Division for the release of pending/unclaimed receivables by the exiting staff</p>			
TOTAL		None	31 working days and 10 minutes	

3. ISSUANCE OF SERVICE RECORDS TO SEPARATED DSWD FIELD OFFICE NO. 02 OFFICIALS AND EMPLOYEES

It refers to the issuance of Service Record to separated DSWD Field Office No. 02 officials and employees.

Office or Division	HR Management and Development Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All separated DSWD Field Office No. 02 officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request for Personnel Transaction Documents/ Request Letter with Contact Details		Office of the Assistant Regional Director for Administration/ Applicant		
Duly accomplished Regional Clearance		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit duly filled-up request form and copy of approved Regional Clearance	1. Receive request and approved Regional Clearance	None	2 minutes	Personnel Administration Section
	1.1. Prepare Service Record Note: If applicant is a retired/ devolved staff, the needed 201 folder at the safekeeping of the Records and Archives Section shall be requested for data verification.	None	10 minutes	Personnel Administration Section
	1.2. Sign the Service Record	None	2 minutes	OIC, Human Resource Management and Development Division
	1.3. Sign the Service Record	None	2 minutes	OIC Assistant Regional Director for Administration
2. Receive the Certificate of Employment	2. Issue the duly signed Service Record Note;	None	Within the day	Personnel Administration Section

	Should be needed, the requesting applicant shall be informed that the Service Record is already available			
TOTAL		None	1 working day and 16 minutes	

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

Non - Frontline Services

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO DSWD FIELD OFFICE NO. 02 OFFICIALS AND EMPLOYEES REGARDLESS OF STATUS OF EMPLOYMENT

It refers to the issuance of Certificate of Employment (COE) to DSWD Field Office No. 02 officials and employees regardless of status of employment. It is a document certifying employee's employment including the start and end date, as well as the position/s held.

Office or Division	HR Management and Development Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All DSWD Field Office No. 02 officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Slip/ Request Letter with Contact Details		Office of the ARD for Administration/ Applicant		
Duly accomplished Regional Clearance		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit duly accomplished request with correct details	1. Check completeness/ correctness of details Note: If reference documents are not readily available, the requesting party shall be informed to provide his contact details to be contracted should requested document be available	None	2 minutes	Issuing Officer
	1.2. Prepare Certificate of Employment	None	30 minutes	Personnel Administration Section
	1.3. Sign the Certificate of Employment	None	5 minutes	OIC, Human Resource Management and Development Division
	1.4. Sign the Certificate of Employment	None	5 minutes	OIC – Assistant Regional Director for Administration
2. Receive the Certificate of Employment	2. Issue the duly signed Certificate of Employment Note:	None	Within the day	Personnel Administration Section

	Should be needed, the requesting applicant shall be informed that COE is already available			
TOTAL		None	1 working day and 42 minutes	

2. ISSUANCE OF SERVICE RECORDS TO DSWD FIELD OFFICE NO. 02 OFFICIALS AND EMPLOYEES

It refers to the issuance of Service Record to DSWD Field Office No. 02 officials and employees.

Office or Division	HR Management and Development Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All DSWD Field Office No. 02 officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request for Personnel Transaction Documents/ Request Letter with Contact Details		Office of the Assistant Regional Director for Administration/ Applicant		
Duly accomplished Regional Clearance		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit duly filled-up request form and copy of approved Regional Clearance	1. Receive request and approved Regional Clearance	None	2 minutes	Personnel Administration Section
	1.2. Prepare/ Update Service Record	None	10 minutes	Personnel Administration Section
	1.2. Sign the Service Record	None	2 minutes	OIC, Human Resource Management and Development Division
	1.3. Sign the Service Record	None	2 minutes	OIC Assistant Regional Director for Administration
2. Receive the Certificate of Employment	2. Issue the duly signed Service Record Note; Should be needed, the requesting applicant shall be informed that the Service Record is already available	None	Within the day	Personnel Administration Section
TOTAL		None	1 working day and 16 minutes	

3. APPLICATION FOR SCHOLARSHIP (LOCAL AND FOREIGN)

It refers to to the availment of scholarship (local and foreign) by permanent, contractual, and casual employees who want to pursue further studies by completing a baccalaureate degree or pursuing further studies by earning a post-graduate degree.

Office or Division	Learning and Development Section			
Classification	Complex (Multi-process)			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All interested and qualified DSWD FO2 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form		Learning and Development Section		
Service Record		Personnel Administration Section		
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section		
Certification of No Pending Administrative/Criminal (CNPAC) charge filed against the applicant		Personnel Administration Section		
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section		
Updated Personal Data Sheet		Applicant		
Regional Personnel Development Committee Resolution		Learning and Development Section		
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered		Learning and Development Section		
Additional requirement: School Registration/ Enrolment Form/ Schedule of Classes (for DSWD-Sponsored Scholarship)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit documentary requirements for application for scholarship	1. Receive and review application Note: If not qualified, HR Learning and Development prepare Regret Letter If incomplete, application documents will be	None	30 minutes	Training Officer

	returned to the applicant and will be advised to submit complete documents.			
	1.1. Prepare matrix for each applicant	None	30 minutes	Training Officer
	1.2. Convene Human Resource Development Committee (HRDC) to deliberate on the applicants Note: If lone applicant/urgent nominations RPDC secretariat prepares referendum	None	1 working day	HRDC
	1.3. Prepare HRDC Resolution for signature of members	None	1 working day	HRDC Secretariat
	1.4. Prepare compendium of supporting documents	None	2 working days	HRDC Secretariat
	1.5. Endorse resolution to HRDC Resolution to the Head of Agency for approval	None	1 working day	HRDC Secretariat
	1.6. Approve HRDC Resolution	None	2 working days	Officer-in-Charge
	1.7. Submit duly signed HRDC Resolution and supporting documents to Human Resource Management and Development Service (HRMDS)	None	30 minutes	HRDC Secretariat
2. Await for the result of the application	2. Await for the concurrence and approval of the HRDC – Central Office	None	10 working days	HRDC – CO Secretariat
	2.1. Inform the Head of the Agency of the Approval of the application for scholarship	None	10 working days	HRDC – CO Secretariat
3. Sign	3. Prepare	None	2 working	HRDC

Scholarship Contract	Scholarship Contract and inform the scholar of the requirements		days	Secretariat
	3.1. Endorse Scholarship Contract to the Officer-in-Charge for his/her signature	None	2 working days	HRDC Secretariat
	3.2. Submit duly accomplished Scholarship Contract to HRMDS for appropriate action	Php 50.00 to 100.00	1 working day	RPDC Secretariat
	3.3. Await for the signed Scholarship Contract	None		RPDC Secretariat
4. Receive duly signed Scholarship Contract	4. Provide the scholar a copy of the duly signed and notarized contract	None	Within the day of receipt	RPDC Secretariat
	TOTAL	None	32 working days, 1 hour, 30 minutes	

4. APPLICATION FOR NON-SCHOLARSHIP GRANT (STUDY LEAVE)

It refers to the availment of leave in order to pursue professional advancement by permanent, contractual and casual employees. Specifically, a time-off from work not exceeding six months with pay for qualified officials and employees to help them prepare for their bar or board examinations or complete their master's degree.

Office or Division	HR Management and Development Division			
Classification	Complex (Multi-process)			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All interested and qualified DSWD FO2 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form	Learning and Development Section			
Service Record	Personnel Administration Section			
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods	Personnel Administration Section			
Certification of No Pending Administrative/Criminal (CNPAC) charge filed against the applicant	Personnel Administration Section			
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program	Personnel Administration Section			
Updated Personal Data Sheet	Applicant			
Regional Personnel Development Committee Resolution	Learning and Development Section			
Endorsement of Head of Office/Director/Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered	Learning and Development Section			
Additional requirement:				
Letter of Intent/Request for Non-Scholarship Grant (Study Leave)	Applicant			
Permit to take the Board/Licensure Examination or Schedule of Examination	Professional Regulation Commission			
School Registration/Enrolment Form/Schedule of Classes (Study Leave)	School			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit documentary requirements for application for non-scholarship grant (study leave)	1. Receive and review application per set criteria	None	30 minutes	Training Officer

	<p>Note: If not qualified, HR Learning and Development prepare Regret Letter</p> <p>If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.</p>			
	1.1. Prepare HRDC Resolution for signature of the members	None	1 working day	HRDC Secretariat
	<p>1.2. Endorse duly signed HRDC resolution to the Head of Agency for final approval</p> <p>Note: If not endorsed, HRDC, through the Secretariat, inform the applicant on the result of the screening through a Memorandum</p>	None	1 working day	HRDC Secretariat
	<p>1.3. Approve HRDC Resolution on the Study Leave request rank-and-file staff</p> <p>Note: Study Leave requests of Division Chief and above shall be endorsed to Human Resource Management and Development Service for the disposition of the Secretary</p>	None	2 working days	Officer-in-Charge
	1.4. Inform the applicant of the approval of the application	None	Within the receipt of the signed HRDC resolution	HRDC Secretariat
2. Sign Study Leave Contract	2. Prepare Study Leave Contract and inform the scholar of the requirements	None	Within the receipt of the signed HRDC resolution	HRDC Secretariat

	2.1. Endorse accomplished Study Leave Contract to the Officer-in-Charge for his/her signature	None	Within the receipt of the accomplished Study Leave Contract	HRDC Secretariat
	2.2. Approve Study Leave Contract	None	2 working days	Officer-in-Charge
	2.3. Submit accomplished contract to HRMDS for signature of Secretary and notary	Php 50.00 to 100.00	2 working days	Applicant PDC Secretariat
	2.3. Await for the signed and notarized Study Leave Contract	None	10 working days	HRDC Secretariat
3. Receive duly signed Scholarship Contract	3. Provide the scholar a copy of the duly signed and notarized contract	None	Within the day of receipt	HRDC Secretariat
	TOTAL	None	19 days, 1 hour	

5. APPLICATION FOR FUND AUGMENTATION FOR NON – SCHOLARSHIP GRANT (FUND AUGMENTATION)

It refers to to the type of educational support through fund augmentation provided to employees in completing their degree/course or the required thesis or dissertation that are relevant to the Department's goals/mandate.

Office or Division	HR Management and Development Division			
Classification	Complex (Multi-process)			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All interested and qualified DSWD FO2 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form		Learning and Development Section		
Service Record		Personnel Administration Section		
Very Satisfactory (VS) Ratings for the last two (2) consecutive rating periods		Personnel Administration Section		
Certification of No Pending Administrative/Criminal (CNPAC) charge filed against the applicant		Personnel Administration Section		
Certification of No Current Service Obligation and No Pending Nomination related to other Local/Foreign Scholarship or Training program		Personnel Administration Section		
Updated Personal Data Sheet		Applicant		
Regional Personnel Development Committee Resolution		Learning and Development Section		
Endorsement of Head of Office/Director/ Immediate Supervisor stating/certifying office's functions, responsibilities, and deliverables will not be hampered		Learning and Development Section		
Additional requirement:				
Letter of Intent/Request for Non-Scholarship Grant (Study Leave)		Applicant		
School Registration/Enrolment Form/ Schedule of Classes (Study Leave)		School		
Thesis/Dissertation proposal aligned to the Research Agenda or Priority/Performance Areas of DSWD (for Fund Augmentation for Thesis/Dissertation)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit request and/or thesis/ dissertation proposal to his/her	1. Concur the request	None	2 working days	Applicant Division Chief

supervisor (Division Chief)				
2. Endorse the request to HRMDD with supporting documents	2. Receive, screen, and review request per set criteria in the guideline Note: If not qualified, HRMDD prepare regret letter If incomplete, application documents will be returned to the applicant and will be advised to submit complete documents.	None	1 hour per request	Applicant Immediate Supervisor HRDC Secretariat
	2.1. Prepare the HRDC Resolution	None	2 hours	RPDC Secretariat
	2.2. Review and sign HRDC Resolution	None	10 working days Note: Depending on the availability of the signatories	HRDC Members
	2.3. Endorse HRDC duly resolution to the Head of Agency	None	Upon receipt of the Resolution	HRDC Members
	2.4. Approve the HRDC Resolution on the grant of Non-Scholarship Grant (Fund Augmentation)	None	2 working days	Officer-in-Charge
	TOTAL	None	14 working days, 3 hours	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Human Resource Management and Development Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Human Resource Management and Development Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P</p>

	<p>Call: 8-478-5093</p> <p>Presidential Complaint Center (PCC): Email: pcc@malacanang.gov.Ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLOT landlines</p>
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FINANCIAL MANAGEMENT DIVISION

Frontline Services

1. DONORS' 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 Unit			
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 (GFMSADRP-RF-0002)		1. Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter/ , Request form of Certification; or 2. Personally go to the office of Accounting Unit to fill up and submit the request form Schedule of request: Monday – Friday, 8:00a.m – 5:00p.m. Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.		
Electronic copy of the supporting documents: 2.1 Signed and Notarized Deed of Donation; 2.2 Official receipt for cash donations; or 2.3 Acknowledgement receipt and delivery receipt for donations		Requesting Party/Donor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter/ , Request form of Certification; or 2. Personally go to the office of Accounting Unit to fill-up and submit the request form	1. None 2. The Accounting Office shall issue the request form	None	3 minutes	1. Donor Accounting Staff

<p>2. Fill –up the printed Electronic copy of Request Form (GFMSADRP-RF-0002)</p>	None	None		Donor
<p>1. Scan the filled-up form and email together with the supporting documents to fo2@dswd.gov.ph; or</p> <p>2. Personally present the filled-up form together with the supporting documents to Accounting Division</p>	<p>1. The Record staff shall print the emailed request and forward to the Accounting Unit for processing</p> <p>2. The Accounting Staff shall receive and check the completeness of the request form and required supporting documents</p>	None	<p>6 minutes</p> <p>11 minutes</p>	<p>Donor / Record staff</p> <p>Accounting Staff</p>
<p>3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate</p>	<p>3. The Accounting Staff shall record the details of donation and indicate the schedule to claim the certificate</p> <p>Preparation of Certificate of Donation for Signature of the</p>	None	<p>Email: Within the Day</p> <p>Personal: 10 minutes</p> <p>Schedule: (seven (7) working days after receipt of</p>	Accounting Staff

	Regional Director or the Authorized Representative		request)	
5. Present the claim stub on or after the schedule indicated and accept the requested document	The Accounting Staff shall verify/update to the monitoring file ready to release and issue the Certificate to the requesting party	None	10 minutes	Accounting Staff
6. Sign the logbook for acknowledgement receipt	The Accounting Staff shall assist the requesting party to receive and sign the logbook	None	2 minutes	Accounting Staff
7 Provide Customer Feedback Form to the requesting party	7.The Accounting staff shall provide the customer feedback to the requesting party for the service provided.	None	2 minutes	Accounting Staff
TOTAL		None	7 days and 38 minutes	
Kabuoan		Wala	7 araw at 38 minuto	

2. PROCESSING OF REQUESTS FOR ACCOUNTING CERTIFICATIONS OF 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 Philhealth.

Office or Division:	Accounting Unit
Classification:	Complex to Highly Technical
Type of Transaction:	Processing of Requests for Accounting Certifications for Former DSWD Employees
Who may avail:	Former employees of the Department; or His/Her authorized representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (GFMSADRP-RF-0001)</p>	<p>1. Download and print the request form from https://www.dswd.gov.ph/ab-out-us-2/citizens-charter/, Request form for Accounting Certification of the Former DSWD Employees; or</p> <p>2. Personally go to the Accounting Unit to fill-up and submit the request form;</p> <p>Schedule of request: Monday – Friday, 8:00a.m – 5:00p.m.</p> <p>Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.</p>
<p>3. Supporting documents:</p> <p>a. Former DSWD employee must submit:</p> <ul style="list-style-type: none"> • Filled-up request form; • Photocopy of the former employee government-issued ID <p>b. Authorized representative must submit:</p> <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 <p>2.3. Upon claiming of the certification:</p> <ul style="list-style-type: none"> • Claim Stub or Printed Email Acknowledgement Receipt must be 	<p>Former DSWD employees of the Department; or</p> <p>His/Her authorized representative</p>

<p>presented;</p> <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
<p>1. A. Download and print the request form from https://www.dswd.gov.ph/Download, Request form for Accounting Certification of the Former DSWD Employees; or</p> <p>B. Personally go to the Accounting Office of Central Office and/or Field Offices for the request form</p>	<p>1. A. None</p> <p>B. The Accounting Office shall issue the request form for personal or walk-in</p> <p>1. Cost of Service (COS) worker:</p> <ul style="list-style-type: none"> • Last Cost of Services Processed; <p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> • Last Salary Processed; • Pag-IBIG Loan Amortization Withheld at mga Remittances • GSIS Loan Amortization Withheld at mga Remittances; 	None	5 minutes	<p>A. Former employees of the Department; or His/Her authorized representatives with</p> <p>B. Accounting staff</p>
<p>2. Fill –up the downloaded Request Form (GFMS-ADRP-RF-</p>	<p>2. None</p>	None		Former employees of

0001)				the Department; or His/Her authorized representatives with
<p>3. A. Scan the filled-up form and email the request to fo2@dswd.gov.ph;</p> <p>B. Personally submit the filled-up form together with the supporting documents to the Accounting Unit.</p>	<p>3.A. Records Staff Forward email and print the form and forward to concerned unit for appropriate action</p> <p>The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note: Only request with complete documents will be accepted.</p>	None Wala	5 minutes for walk-in	<p>A. Former employees of the Department; or His/Her authorized representatives with Records Staff</p> <p>B. Accounting staff</p>
<p>4. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate</p>	<p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the 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>	None	<p>Email: Within the Day</p> <p>Personal: 15 minutes</p>	Accounting staff

<p>5. Preparation of Certificate for Accounting Certification for Former DSWD Employees</p>	<p>The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification for Former DSWD-Employees:</p> <ul style="list-style-type: none"> From one (1) year after to current year transactions; From five (5) Prior years to current year transactions; From ten (10) Prior years to current year transactions <p>Preparation of Certificate for Signature of the Regional Director or the Authorized Representative</p>	<p>None</p>	<p>three (3) working days;</p> <p>five (5) working days;</p> <p>fourteen (14) working days (after receipt of the request)</p>	<p>Accounting, Cash and HR-PAD Staff</p>
<p>6. Present the claim stub on or after the schedule indicated</p>	<p>The Accounting Staff shall verify/update the monitoring file ready to be released and issue the Certificate to the requesting party</p>	<p>None</p>	<p>5 minutes</p>	<p>Accounting staff</p>
<p>7. Sign the logbook for acknowledgement receipt</p>	<p>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 upon presentation of the following documents:</p>	<p>None</p>	<p>5 minutes</p>	<p>Accounting staff</p>

	<p>1.1 Former DSWD employee: Claim Stub or Printed Email Acknowledgement Receipt</p> <p>1.2 The Authorized representative must present the following: Claim Stub or Printed Email Acknowledgement Receipt 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.</p>			
1. 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	Accounting staff
TOTAL		None	14 days and 37 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Financial Management and Development Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Financial Management Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p> <p><i>Presidential Complaint Center (PCC):</i></p>

	<p>Email: pcc@malacanang.gov.Ph Call: 8888</p> <p>Contact Center ng Bayan (CCB): SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLOT landlines</p>
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PANTAWID PAMILYANG PILIPINO PROGRAM

Frontline Services

1. 4PS GRIEVANCE INTAKE AND RESPONSE (WALK-IN)

Intake and response refers to the recording of a grievance in a grievance form and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the agency and other relevant actors.

Office or Division		Pantawid Pamilyang Pilipino Program Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If 4Ps beneficiary, 4Ps ID or Oath of Commitment		Issued by the assigned City/Municipal Link or Community Facilitators		
If non-4Ps beneficiary, none		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary.	1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Office.	None	2 Minutes	Public Assistance and Complaint Desk (PACD) Officer
2. Proceed to the 4Ps Office.	2. Receive the client, inquire what the grievance is all about, and verify the identity of the client. 2.1. If the client is a beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System.	None	5 minutes	Grievance Officer (ICTA or RGO)
3. Provide details about the grievance and supporting documents, if available, depending on the	3. Encode the grievance correctly and completely in the Pantawid Pamilya Information System version 3	None	20 mins	Grievance Officer (ICTA/RGO)

<p>type of grievance reported. Fill out a grievance form.</p>	<p>(PPIS v3)</p> <p>3.1. Check the supporting documents provided, if available.</p> <p>3.2. Assess all the data and information available and discuss with the beneficiary the findings and next steps to be undertaken.</p> <p>3.2.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.2.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the procedures that will be undertaken in processing the grievance, and inform the client that he/she will be contacted through his/her mobile number.</p>			
<p>4.Fill out the Client Satisfaction Measurement Survey Form</p>	<p>4. Administer the Client Satisfaction Measurement Survey Form</p>	<p>None</p>	<p>5 minutes</p>	<p>Grievance Officer (ICTA/RGO)</p>
<p>5. Proceed to the office lobby and</p>	<p>5. Dismiss the client gracefully.</p>	<p>None</p>	<p>1 minute</p>	<p>PACD Officer</p>

logout from the client's logbook.				
	5.1. If the grievance is not yet resolved, endorse the grievance to the concerned Provincial Operations Office (POO) for processing and feedback within three (3) days	None	7 hours and 7 minutes	Grievance Officer (ICTA/RGO)
	5.2. Monitor the status of grievance and receive feedback report from the concerned office	None	2 Days	Grievance Officer (ICTA/RGO)
	5.3. Provide the client an update/feedback about the status of his/her grievance either through text or phone call.	None	10 minutes	Grievance Officer (ICTA/RGO)
	5.4. Update the status of the grievance in the PPIS.	None	10 minutes	Grievance Officer (ICTA/RGO)
TOTAL IF THE GRIEVANCE IS RESOLVED OUTRIGHT		None		33 Minutes
Total if grievance is referred to Provincial Operations Office for resolution and feedback is provided to the client		None		3 Days

PANTAWID PAMILYANG PILIPINO PROGRAM

Non - Frontline Services

1. REQUEST FOR THE APPROVAL OF THE DECLARATION OF FORCE MAJEURE/ STATE OF CALAMITY

Approval of Request for the Approval of the Declaration of Force Majeure/ State of Calamity to waive the program conditions in Education, Health and FDS, making all monitored beneficiaries eligible to receive cash grants for a particular period.

Office or Division	Pantawid Pamilyang Pilipino Program Management Office	
Classification	Simple	
Type of Transaction	Government to Government (G2G)	
Who may avail	DSWD Operations Offices	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Formal request to invoke the Section 15 of Rule VIII of the approved 4Ps IRR signed by the Provincial Link/C/Municipal Link addressed to the Regional Director	Requesting Municipality or Province where the events had occurred	
Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the conditions of the program:		
Municipality or Provincial Wide:		
State of Calamity		
Complex Emergency-Human Induced Emergency	Local Chief Executive/ Governor or their assigns	
Disaster-Floods/Earthquake/Tropical Storms	PNP/ Army/ BFP	
Exceptional Case-Landslide/Heavy Rain/ Facility used as evacuation site/ lockdown due to pandemic other justifiable causes	LDRRMO	
Force Majeure Reporting Template	facility or barangay head and MSWDO	
Stating the name of facility (education/health) and barangay with the number of affected		

children and household beneficiaries.		Compliance Verification Officers (sent to all C/Municipal Links)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
Submit the official request to invoke the Section 15 of Rule VIII "Condition for entitlement of the approved 4Ps IRR specifying the areas affected and program conditions requested to be waived, together with the necessary certifications from the concerned agencies.	<p>Assess and validate the request (Guidance Notes in the monitoring of Compliance during Pandemic or Health Crisis: Interim Mechanism for the distribution and Collection of Compliance Data)</p> <p>If found to be valid and recommended strategies has been exhausted, draft a memorandum/ incidental report addressed to the Provincial Operations Office- Provincial Link, otherwise provide feedback to the agency.</p> <p>Coordinate in advance the concern to the Provincial Operations Office</p> <p>Secure the necessary certifications and accomplished the prescribe templates relative to the request prior to the submission to the Provincial Office</p> <p>Submit the request with the necessary certifications and templates addressed to the Provincial Link</p>	None	2 days	Municipal Operations Office- Pantawid Pamilya Pilipino Program
None	Communicate to other Municipal Operations	None	1 day	Provincial Operations

	<p>Offices if there are similar case in their area (for consolidation)</p> <p>Assess and validate the request (Guidance Notes in the monitoring of Compliance during Pandemic or Health Crisis: Interim Mechanism for the distribution and Collection of Compliance Data)</p> <p>Review the necessary certifications and prescribe templates relative to the request prior to the submission to the Regional Director through the Assistance Regional Director for Operations and Division Chief</p>			<p>Office-Provincial Link/ Provincial Compliance Verification Focal</p>
None	<p>Review the request and templates in the Pantawid Pamilya Information System:</p> <p>Total number of monitored beneficiaries based on the generated Compliance Verification Forms</p> <p>Prepare memorandum on the request to invoke Section 15 of Rule VIII of the approved 4Ps IRR for the approval of the Regional Director (addressed to the National Program Management Office/ Deputy Program Manager)</p> <p>Review the memorandum and provide initials for the approval of the Regional</p>	None	1 day	<p>Regional Office-Regional Compliance Verification Officer</p>

	Director			Assistant Regional Director for Operations Division Chief-PPPMO
None	Review and approve the memorandum. Submit the memorandum to the Office of the Deputy Program Manager for Operations for recommending approval	None	2 days	Regional Director
Total		None	6 days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Pantawid Pamilyang Pilipino Program or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Pantawid Pamilyang Pilipino Program Office • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>Anti Red-Tape Authority (ARTA): Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p>

Presidential Complaint Center (PCC):

Email: pcc@malacanang.gov.Ph Call: 8888

Contact Center ng Bayan (CCB):

SMS: 0908-881-6565

Call: 165 56

P5.00 + VAT per call anywhere in the Philippines via
PLOT landlines

ADMINISTRATIVE SERVICES DIVISION

Frontline Services

1. ISSUANCE OF PROPERTY CLEARANCE FOR SEPARATED OFFICIAL 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	Property and Asset Management Section (PSAMS)	
Classification	Simple	
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)	
Who may avail	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>A. Without Property Accountability</u> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement 		<u>A. Without Property Accountability</u> <ol style="list-style-type: none"> 1. Personnel Administration Division with prescribed format. 2. From Client
<u>B. With Property Accountability</u> <ol style="list-style-type: none"> 1. Three (3) original copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. Duly signed PAR/ICS for transferred property accountability 4. With request for relief from property accountability due to 		<u>B. With Property Accountability</u> <ol style="list-style-type: none"> 1. Personnel Administration Division prescribed format 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) 3. Submitted by the personnel applying for property clearance with signature of the new end user 4. DSWD Commission on Audit without prescribed format

<p>loss - one (1) copy of COA decision</p> <p>5. 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</p>	<p>5. Property Supply and Asset Management Division without prescribed format</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
<p>1. Submit three original copies of clearance form issued by Personnel Administration Division and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer</p>	<p>1. Receive Three copies of clearance issued by Personnel Administration Division (PAD) and/or duly approved request for transfer / resignation / retirement and review attachments</p>	<p>None</p>	<p>5 Minutes</p>	<p>Property Staff</p>
	<p>1.1 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 cancelled</p>	<p>None</p>	<p>1 Hour, 30 Minutes</p>	<p>Property Staff</p>
	<p>1.2 No Accountability/ies Record the date of effectivity of retirement</p>	<p>None</p>	<p>25 Minutes</p>	<p>Property Staff</p>

	<p>/ resignation / transfer / detail / separation / date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval</p> <p>With Accountability/ies</p> <p>Inform 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 cancelled Property Accountability</p>			
2. Submit documents and other requirements as proof of cancelled property accountability	Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	Property Staff
	2.1. If all the property accountability were cancelled, record the date of effectivity or retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the	None	5 Minutes	Property Staff

	<p>Head of Property for approval</p> <p>If still with accountability/ies inform the former Office of the applicant through Memorandum on the remaining accountability/ies to process cancellation of accountabilities.</p>			
	2.2 Check the “cleared” box and affix signature in the clearance form	None	5 Minutes	Head of Property Office
	2.3 Scan signed clearance form, record in clearance logbook and forward to the next office concerned	None	10 Minutes	Incoming / Outgoing Property Staff
	2.4 Upload scanned signed clearance in PREMIS	None	10 Minutes	Property Staff
TOTAL		None	3 HOURS	

ADMINISTRATIVE SERVICES DIVISION

Non - Frontline Services

1. ISSUANCE OF COMMON SUPPLIES AND MATERIALS FROM STOCKPILE

This pertains to the processing of issuance of available office supplies and materials to the requesting party/end-user of the Field office.

Office or Division	Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	All Divisions/Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Requisition and Issue Slip (Signed by the Division Chief of the requesting unit)		All access "GASSD PSS" Folder. File name "RIS template"		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Accomplish Requisition and Issue Slip (RIS) form and submits to PSAMS	1. Receive RIS and review the request as to correctness and completeness of details Note: request item is based on PPMP of the end-user/requesting party	None	10 minutes	AA IV (Storekeeper)
	1.1 Number the Request and issue Slip form	None	10 minutes	AA IV (Storekeeper)
	1.2 Review the RIS as to stocks vis-à-vis request of items	None	30 minutes (may be extended based on volume of transactions)	AA IV (Storekeeper)
	1.3 If available, request the approval portion of the RIS and signature in the "Issued by" portion for the issuance of the item/s.	None	10 minutes	OIC, DC-ASD/Head of PSAMS
	1.4 Issue the available requested items to the end-user. 1.4.1 The end-user shall validate the quantity of received items. If accurate/in order, sign the "received by" portion of the RIS	None	1 hour (may be extended based on volume of transactions)	AA IV (Storekeeper)/End-user
	TOTAL	None	1 hour, 50 minutes	

2. ISSUANCE OF GATE PASS FOR SERVICE PROVIDERS AND SUPPLIERS

The gate pass is issued for properties that are to be used outside of DSWD premises, for properties to be brought outside of DSWD premises for repair or replacement by the supplier, for properties that are to be disposed through sale/transfer/other mode of disposition.

Office or Division	Property and Asset Management Section (PSAMS)	
Classification	Simple	
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)	
Who may avail	Individuals exiting the DSWD premises who are: 1. DSWD officials and employees 2. DSWD service providers 3. DSWD suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass 2. Property/ies to be brought outside the DSWD premises <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 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises <u>Requester is not the Accountable</u>		1. To be prepared by the Property Officer through the Property Records and Equipment Monitoring Inventory System (PREMIS) 2. To be prepared by the Property Officer without any prescribed format 1. Records and Archives Management Section (RAMS) 2. 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. From the: <ul style="list-style-type: none"> ● Authorized signatory or; ● Authorized representative with attached 1 photocopy of SO for Order of succession
		1. To be prepared by the concerned

<p><u>Personnel</u></p> <p>1. 2 Original copies of duly accomplished Equipment Borrower Slip (EBS)</p> <p><u>Properties for repair/replacement attach:</u></p> <p>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</p> <p>2. 1 photocopy of Technical Assistance Report</p> <p>3. 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)</p> <p>4. 1 photocopy of PAR/ICS if property is under warranty</p> <p>5. 1 photocopy of government issued ID and company ID of client or representative</p> <p><u>For loaned properties to be returned to supplier attach:</u></p> <p>1. 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</p> <p>2. Personal Property Item Pass Slip (PPIP) and/or delivery or acknowledgement receipt</p> <p>3. 1 photocopy of government issued ID and company ID of client or representative</p>		<p>Property Officer through the Property Records and Equipment Monitoring Inventory System (PREMIS)</p> <p>1. Issued by the supplier/contractor</p> <p>2. From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS)</p> <p>3. Procurement Management Service Section (PMS)</p> <p>4. From the accountable personnel</p> <p>5. From supplier or representative</p> <p>1. Issued by the supplier/contractor</p> <p>2. Issued by the Security Personnel upon entry of the property, from supplier or contractor From supplier or representative</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished gate pass with attachments and present the property / Items requested for	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented	None	7 Minutes	Property Staff

validation	<p>1.1 Not Duly Accomplished: Return the Gate Pass to requestor for proper accomplishment</p> <p>Duly Accomplished: Update PREMIS regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to AS-PSAMD Division Chief for approval.</p>			
	1.2 Approval of Gate Pass	None	2 Minutes	Head of PSAMS
	<p>1.3 Scan the Gate Pass barcode to record the time of approval.</p> <p>1.4 Forward copy of the approved Gate Pass to:</p> <p>a. Original copy – Security Guard</p> <p>b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer</p> <p>c. Triplicate – PSAMS copy</p>	None	2 Minutes	Property Staff
		None	4 Minutes	Property Staff
2.Present property	2.1 Review the presented property	None	10 Minutes	Security Guard On-

<p>together with the duplicate copy of the approved Gate Pass to the security guard</p>	<p>vis-a-vis the duplicate copy of the approved Gate Pass</p> <p>a. With discrepancy – Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be brought outside DSWD premises</p> <p>b. Without discrepancy – Security Guard On-Duty shall sign the original and duplicate copy of gate pass, return signed duplicate copy to the client</p>			<p>Duty</p>
	<p>2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside DSWD in PREMIS.</p>	<p>None</p>	<p>2 Minutes</p>	<p>Security Guard On-Duty</p>
<p>3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-</p>	<p>3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass</p> <p>a. With discrepancy – Go to AS-PSAMS and inquire on how to proceed</p>	<p>None</p>	<p>15 Minutes</p>	<p>Security Guard On-Duty</p>

Duty signed duplicate copy of gate pass together with the property	b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return			
	3.1. Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	Security Guard on Duty
	3.2 Surrender original copies of gate pass for returned property to PSAMS	None	5 Minutes	Security Guard on Duty
	3.3 Validate/ Update record of gate pass in PREMIS indicating the actual date of return of the property	None	10 Minutes	Property Staff
	3.4 File gate pass for safekeeping and future reference	None	10 Minutes	Property Staff
TOTAL		None	1 Hour, 9 Minutes	

3. ISSUANCE OF PROPERTY PLANT & EQUIPMENT (PPE) AND SEMI-EXPENDABLE PROPERTY TO REQUESTING PARTY/END-USER

This pertains to the processing of issuance of property and equipment to the requesting party/end-user within the Field Office.

Office or Division	Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	All DSWD FO2 staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Letter Request			To be secured by the requesting staff or office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. The Requesting party/Office will endorse their approved letter of request	1.1 Check the availability of the property/equipment requested at the stockroom.	None	5 minutes	AO II/Property Custodian (PSAMS)
	1.2 The designated Property Custodian will record in the PREMIS the property details to be issued.	None	10 minutes	AO II/Property Custodian (PSAMS)
	1.3 Prepare PAR or ICS whichever is applicable for approval and put property sticker to the unit.	None	10 minutes	AO II/Head-PSAMS
2. Sign PAR/ICS and wait for the issuance of the property	2.1 issue the property to the requesting party/end-user	None	20 minutes	AO II (PSAMS)
	TOTAL	None	45 minutes	

4. ISSUANCE OF BORROWED PROPERTY PLANT & EQUIPMENT (PPE) AND/OR SEMI-EXPENDABLE PROPERTY

This pertains to the processing of issuance of borrowed property and equipment to the requesting party/end-user within the Field office.

Office or Division		Property and Asset Management Section (PSAMS)		
Classification		Simple		
Type of Transaction		G2G – Government to Government (Internal/DSWD employee)		
Who may avail		All DSWD FO2 staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment Pull-out Slip		To be secured by the requesting staff at PSAMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. The Requesting staff will endorse his/her approved Equipment Pull-out Slip (EPS) to PSAMS	1.1 Check the availability of the unit/item in the database and stockroom.	None	10-25 minutes (based on volume of transactions)	AO II/Designated Property Custodian
2. Wait for the release of the borrowed equipment	2.1 The Head of PSAMS will approve the request once available	None	2 minutes	Head-PSAMS
	2.2 The designated Property Custodian will secure the other copy and issue the borrowed equipment to the requesting staff/end-user	None	3 minutes	AO II/Designated Property Custodian
TOTAL		None	30 minutes	

5. FACILITATION OF REQUEST FOR RELIEF FROM PROPERTY ACCOUNTABILITY THROUGH REIMBURSEMENT/REPLACEMENT

This pertains to the request for the replacement / reimbursement of properties where the lost/damage occur in circumstances where loss or damage may be credited.

Office or Division	Administrative Services Division - Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	All DSWD FO2 staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property indicating initial Incident Report 2. Copy of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) of the property for replacement		Designated Property Officer (DPO) of the Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property from the accountable officer/employee/cost of service worker having custody thereof (Note: The request must be submitted within	1. Received the Request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of damaged property from the accountable officer/employee/cost of service worker having custody thereof 2. Draft proper endorsement and forward the documents with	None	6 hours	Head-PSAMS

30 days upon occurrence of the lost)	recommendation from the Regional Director to COA			
	3. Received the endorsed documents for approval and/or for appropriate resolution	None	1 day	Regional Director
	4. Provide copy of the resolution to the requesting accountable officer/office a copy for the HRMDD and/or Cash Section for appropriate action 5. File copy of documents in PSAMS.	None	15 min.	PSAMS
	TOTAL	None	1 day;6 hours; 15 minutes	

6. FACILITATION OF REQUEST FOR RELIEF FROM PROPERTY ACCOUNTABILITY FROM COMMISSION ON AUDIT

This pertains to the request for relief from property accountability in case of the loss/damage equipment to Commission on Audit.

Office or Division	Administrative Services Division - Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	All DSWD FO2 staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) form		PSAMS		
Notice of Loss to COA		Accountable Officer		
Incident Report to Head of Office and PSAMS		Accountable Officer		
Affidavit of Lost		Accountable Officer		
Affidavit of Lost to two(2) disinterested persons		2 persons aware of the facts and circumstances about the loss		
Copy of Property Accountability Receipt (PAR)/Inventory Custodian Slip (ICS)		PSAMS		
Certification from concerned competent authority as to the destruction brought by calamity and/or insurgency		Police/Fire/Chief/Provincial Governor/Mayor and/or other competent authority		
Request for Relief from property Accountability to COA		Accountable officer		
Comment/recommendation of the Regional Director		Office of the Regional Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit the notarized RLSDDP form to COA within 72 hours upon	1. Acknowledge receipt of RLSDDP and Notice of Loss and notify the accountable Officer	None	30 min.	Head-PSAMS

discovery of loss together with Notice of Loss, copy furnished PSAMS and Office of the Regional Director	on the documentary requirements to request for relief from property accountability			
2. Submit application for relief of accountability to the COA Auditor and provide all supporting documents as required within 30 days	2. Endorsed the incident report together with other supporting documents required by COA and the recommendation from the Regional Director	None	1 hour	Head-PSAMS
	2.1 Receives decision from COA whether to be relieve from property accountability or require to pay the depreciated money value or replacement of unit with same or higher technical specifications	None	30 min.	Head -PSAMS
3. Receive the decision from COA	3. Implement the decision from COA and requires the Accountable Officer to take appropriate action based on the decision.	None	1 hour	Head-PSAMS
	3.1 Provide the Accounting Section a copy of the decision of COA to set up appropriate entry	None	30 min.	Head-Accounting Section/AO II
4. In case of payment of depreciated money value, the accountable Officer will	4. Provide the Accounting Section the information needed for the computation of the depreciated money	None	1 hour	Head-Accounting Section/AO II

forward a request addressed to the regional Director	value.			
5. In case of replacement, the Accountable officer may opt to submit a letter request to the regional Director to replace the item with same or higher specs	5. Endorse the request to COA for assessment of their Technical Staff	None	1 hour	Head-PSAMS
6. Settlement of the Accountable staff	6. Provide Accounting Section documents for dropping in the Book of accounts	None	30 min.	
	TOTAL	None	6 hours	

7. PROVISION OF TECHNICAL ASSISTANCE FOR REPAIR

This pertains to the facilitation of minor repair by the requesting party/end-user within the Field Office.

Office or Division	General Services Section			
Classification	Simple to Complex			
Type of Transaction	G2G –Government to Government (Internal/DSWD Employee			
Who may avail	All Division/Section			
WITH AVAILABLE SUPPLIES AND MATERIALS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request For Repair Form/Incident Report Form			General Services Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit Request for Repair Form(Details completely filled-out)	1.1 Received completely filled-out form signed by the requesting office	None	2 minutes	Clerk (GSS)
	1.2 Forward request to supervisor for signature	None	3 minutes	Clerk/ OIC,DC-ASD
	1.3 Forward pre-approved request to ARDA	None	5 minutes	Clerk/AO IV/OIC-DC,ASD
	1.4 Validate thru visiting/checking the area's concern/review & evaluate the repair needed	None	30 minutes	PDO III(Engr.)/UW/Driver/Skilled personnel
	1.5 Facilitation of necessary actions as per Supervisor's recommendations	None	10 minutes	Clerk/ARDA
	1.6 Feedback update on the status of the incident reported	None	15 minutes	Clerk/PDO III(Engr.)

	TOTAL	None	1 hour ;5 minutes	
WITHOUT AVAILABLE SUPPLIES AND MATERIALS – NO NEED FOR CANVASS (EMERGENCY PURCHASE)				
1. Submit Request for Repair Form(Details completely filled-out)	1.1 Received completely filled-out form signed by the requesting office	None	2 minutes	Clerk (GSS)
	1.2 Validate thru visiting/checking the area's concern/review & evaluate the repair needed	None	30 minutes	PDO III(Engr.)
	1.3 Facilitate Request for Inspection and Pre-Repair Inspection Report	None	5 minutes 30 minutes	Clerk Inspector
	1.4 Preparation of Purchase Request	None	15 minutes	Clerk
	1.5 Facilitate signing,funding and approval of PR	None	1 day	Clerk/AO IV/ASD-OIC Chief/ARDA/RD
2. Returned Approved Request	2.1 Purchase item/description needed	None	1 hour	Clerk/AO IV/Driver/UW(GSS)
	2.2 Facilitation of Repair	None	30 minutes	Driver/UW (GSS)/Skilled personnel
	2.3 Feedback update on the status of incident reported	None	30 minutes	Clerk/AO IV (GSS)
	TOTAL	None	1 day;2 hours;22 minutes	
WITHOUT AVAILABLE SUPPLIES AND MATERIALS – NEED FOR CANVASS				
1. Submit Request for Repair Form(Details completely filled-	1.1 Received completely filled-out form signed by the requesting party	None	2 minutes	Clerk (GSS)

out)				
	1.2 Validate incident thru visiting/checking the area's concern/review & evaluate the repair needed	None	30 minutes	PDO III(Engr.)/UW/Driver
	1.3 Facilitate Request for Inspection and Pre-Repair Inspection Report	None	5 minutes 30 minutes	Clerk (GSS) Inspector
	1.4 Preparation of Purchase Request	None	5 minutes	Clerk
	1.5 Facilitate signing, funding and approval of PR	None	1 day	Clerk/AO IV/ASD-OIC Chief/ARDA/RD
	1.6 Approved Purchase Request to Procurement Section			Procurement
	1.7 Received Request for Quotation			BAC
	1.8 Facilitation of three (3) canvass	None	5 days	Canvasser
	1.9 Facilitation of signing of AOC			BAC
	2.0 Facilitation of Purchase Order			Procurement
2. Received Approved PO	2.1 Serving PO to Supplier	None	5 min.	Clerk(PSAMS)
3. Delivered of items	3.1 Facilitation of Repair	None	1 hour	Driver(GSS)
	3.2 Feedback update on the status of incident reported	None	30 min.	Clerk/AA I (GSS)
	Total	None	6 days;3 hrs;57 min.	

8. REQUEST FOR VEHICLE

This refers to the provision of government -issued vehicle to requesting DSWD FO2 employees

Office or Division	Administrative Services Division -General Services Section			
Classification	Simple			
Type of Transaction	G2G –Government to Government (Internal/DSWD Employee			
Who may avail	DSWD-FO2 staffs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for use of vehicle 2. Approved Travel Order			General Services Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Accomplish Request for use of Vehicle Form (Details completely filled-out)	1.1 Submit completely filled-out Request for use of vehicle form signed by the requesting office	None	2 minutes	End-user/Requesting Party
	1.2 Forward recommendation to the office of the ARDA	None	3 minutes	OIC,DC-ASD
	1.3 Check availability of vehicle thru the General Services section Note: If there is no available vehicle, return the form or immediately inform the requesting party	None	3 minutes	Clerk of OIC-ARDA
	1.4 Approved Request for use with designated	None	2 minutes	OIC-ARDA

	driver			
	1.5 Forward approved request for use of vehicle to the General Services Section	None	2 min.	Clerk of OIC-ARDA
	1.6 Prepare trip ticket and gasoline slip	None	5 min.	Clerk,General Services Section
	1.7 Approve Trip Ticket and Gasoline Slip	None	3 min.	OIC-ARDA
	1.8 Forward Approved Trip Ticket and gasoline slip	None	1 min.	Clerk of OIC-ARDA
	1.9 Endorse approved Trip Ticket and Gasoline Slip to designated driver/s	None	2 min.	Clerk,General Services Section
	1.10 Update Request for Vehicle thru Database	None	1 min.	Clerk,General Services Section
	1.11 Monitor Scheduled Trip	None	1 min.	Clerk,General Services Section
	TOTAL	None	25 min.	

9. FACILITATE REQUEST TO USE CONFERENCE ROOM

This pertains to the facilitation of Request to Use Conference Room.

Office or Division	General Services Section (GSS)			
Classification	Simple			
Type of Transaction	G2G –Government to Government (Internal/DSWD Employee)			
Who may avail	All Division/Section			
WITH AVAILABLE SUPPLIES AND MATERIALS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request to Use of Conference Room			Administrative Services Division-General Services Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit Request for Use of Conference Room (Details completely filled-out)	1.1 Received completely filled-out form signed by the requesting party/office	None	1 minute	Clerk/AA (GSS)
	1.2 Check no. of participants and its purpose	None	2 minutes	Clerk/ AA
	1.3 Recommend room to be used	None	2 minutes	AO IV
	1.4 Approval of request to use conference room	None	5 minutes	SAO/ARDA
	1.5 Updating calendar of activities	None	3 minutes	Clerk/AA
	1.6 Inform requesting party/office on the status of request	None	3 minutes	Clerk/AA
	TOTAL	None	16 minutes	

10. 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	Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	All DSWD FO2 staff			
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 Office's Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS);		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. The Requesting party/Office shall accomplish and submit the Furniture and Equipment Transfer Slip (FETS)	1.1 The incoming/outgoing clerk shall receive the FETS and forward to concerned staff	None	5 minutes	AAide IV/Clerk (PSAMS)
	1.2 The Property Officer shall review the accomplished FETS form if the needed signatures are complete	None	15 minutes	AO II/Property Custodian(PSAMS)
	1.3 Property Officer processes FETS through PREMIS	None	30 minutes	AO II/Property Custodian(PSAMS)
	1.4 Generate and print Property Acknowledgement Receipt or Inventory Custodian Slip,	None	15 minutes	AO II/Property Custodian(PSAMS)

	Undertaking if there is a secondary accountable person into three copies and barcode sticker through the "PREMIS Report" module.			
2. The Requesting Party/ Officer signs the "Received From" portion and the new end-user shall sign the "Received by" portion of the PAR/ ICS together with the Barcode Sticker	2.1 The barcode sticker will be attached to the most visible and secured area of the property before the items are transferred to the new end-user	None	15 minutes	AO II/Property Custodian(PSAMS)
	2.2 The PAR/ICS will be forwarded to the Section Chief for signature of "Approved by" portion.	None	5 minutes	Head-PSAMS
	2.3 Provide 1 copy of PAR/ICS to the end-user for reference	None	5 minutes	AO II/Property Custodian(PSAMS)
	2.4 Updating of the PREMIS for the date the PAR/ICS was returned with signature by end-user and the approval date of PAR/ICS	None	15 minutes	AO II/Property Custodian(PSAMS)
	The PAR/ICS shall be filed for reference	None	10 minutes	AO II/Property Custodian(PSAMS)
	TOTAL	None	2hours and 10 minutes	

11.SURRENDER/ TURNOVER OF PROPERTY AND CANCELLATION OF ACCOUNTABILITY

To provide procedure for the surrendered / turned over property due to its obsolescence, unserviceability or when the same is no longer needed by the accountable person to effect cancellation of property accountability of the client.

Office or Division	Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) 2. For unserviceable property: <ul style="list-style-type: none"> • 1 photocopy of Technical Assistance Report • Inspection Report 3. Actual Property for turnover		1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format; 2. From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – BGMD/GSS) General Accounting Manual Volume II Appendix 62 with prescribed format 3. To be made available by the accountable person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit duly accomplished FETS for turnover and property for turnover	1. Receipt of accomplished FETS and other related documents from the end-user	None	15 Minutes	AAide IV

	<p>1.1 Validate details of surrendered property vis-à-vis duly accomplished FETS if properly accomplished</p> <p>If Incorrect: Advise client on the discrepancy to correct information on the document or to surrender the correct property</p> <p>If correct: Fill up the “inspected and received by” portion in FETS</p> <p>1.2 Provide 1 copy of signed FETS to the Accountable Officer/Designated Property and Supply Custodian.</p>			<p>AO II (Property Officer)</p> <p>Head, PSAMS</p> <p>AO II (Property Officer)</p>
2. Receive 1 copy of FETS provided by the Property Staff and turnover the surrendered property	<p>Process cancellation of accountability in PREMIS.</p> <p>2.1 Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,000.</p>	None	15 minutes	AO II (Property Officer)
	2.2 Generate and print barcode sticker and attach to the	None	15 minutes	AO II (Property Officer)

	surrendered property.			
	2.3 The property officer shall sign the "Received by" portion and forward to the PSAMS Head for signature of the "Approved by" portion.	None	5 minutes	AO II (Property Officer)/ PSAMS Head
	2.4 Upon receipt of approved PAR/ICS, the Property Officer shall undertake the cancellation of property accountability of the end-user in: 1. PREMIS 2. File Folders	None	15 minutes	AO II (Property Officer)
	2.5. The copy of PAR/ ICS will be scanned for uploading to PREMIS, hard copy will be filed for reference	None	10 minutes	AO II (Property Officer)
	TOTAL	None	2 hours, 15 minutes	

12. RECORDING, DOCUMENTATION AND ISSUANCE OF EXPENDABLE AND CONSUMABLE SUPPLIES

This pertains to the processing of issuance of expendable and consumable supplies to the requesting party/end-user within the Field Office.

Office or Division	Property and Asset Management Section (PSAMS)			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	All DSWD FO2 staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Three (3) copies of duly accomplished RIS of concerned Offices One (1) Photocopy of approved PPMP of requesting Office One (1) Photocopy of approved Technical Assistance Request, if required One (1) Photocopy of project proposal, if required 		<ol style="list-style-type: none"> RIS template issued to respective Offices with prescribed format; Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format Focal person of proponent Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submit duly approved RIS to Procurement Management Service including required attachment such as PPMP and Technical Assistance Request	1.1 Receive, review and record the submitted duly approved RIS as reviewed by PMS/BAC Secretariat	None	5 minutes	Admin Aide IV

	<p>1.2 Validate the accuracy and completeness of all attached documents.</p> <ul style="list-style-type: none"> - Photocopy of approved PPMP - Inventory of supplies on-hand duly noted by the requesting Office's Head - Technical Report from concerned offices, if necessary - Pre-inspection report if necessary. 	None	30 minutes	Admin Aide IV
	<p>1.3 Assign RIS number, encode the RIS details in the monitoring tool, check the availability of stocks.</p>	None	30 minutes	Admin Aide IV
	<p>1.4 Fill-up the RIS Form. Put a "√" for available items or "X" for items that are not available.</p> <p>Indicate the quantity issued in the "issued quantity" column and any remarks in the "issued-remarks" column.</p>	None	30 minutes	Admin Aide IV
<p>2. Receipt of issued supplies and materials, validate the quantity and specification of</p>	<p>2.1. The property/ supply officer to issue the available requested items to the end-user.</p>	None	4 Hours	Admin Aide IV

items and sign the "Received by" portion of the RIS.	The property/ supply officer shall retain the original copy of the duly signed RIS for preparation of RSMI while the 2 nd copy shall be given to the end-user.			
	2.2 After the completion of the issuance of expendable/ consumable supplies, the concerned property personnel shall prepare a monthly RSMI to be submitted to the Accounting Section	None	60 minutes	Admin Aide IV
TOTAL		None	6 HOURS, 35 MINUTES	

13. PROVISION OF TECHNICAL ASSISTANCE ON PROPERTY AND SUPPLY MANAGEMENT

Technical Assistance is provided to Divisions, Sections, and Units to provide information on DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

Office or Division	Property and Asset Management Section (PSAMS)			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government (Internal/DSWD employee)			
Who may avail	Department of Social Welfare and Development (DSWD) Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Request for Technical Assistance - One (1) original copy.		To be prepared by the Requesting Office through Memorandum addressed to Administrative Service Division Chief, Attention the AS-PSAMS Head signed by their Division Chief or authorize official.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request and forward to the Head of Property Office	None	5 Minutes	Property Staff
	1.1 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance. If not available - Assign request to concerned	None	15 Minutes	Head of PSAMS

	<p>Technical Staff and advise staff to request for reschedule of TA through Memorandum</p> <p>If available - Assign request to concerned Technical Staff and advise staff to confirm request for TA through Memorandum</p>			
	<p>1.2 Technical Staff prepare a reply for confirming the date of Technical Assistance.</p> <p>a. Prepare Special Order for the period of Technical Assistance.</p> <p>b. Prepare the needed documents and information for the conduct of Technical Assistance</p>	None	5 Days	Property Staff
	<p>Conduct Technical Assistance on the scheduled date</p>	None	1 day	Property Staff

2. Accomplish the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 Minutes	Property Staff
	2.1 Consolidate the Technical Assistance Evaluation Form. 2.2 Prepared Feedback Report for approval of the Head of Property Office 2.3 Provide copy of Feedback Report to the requestor of Technical Assistance	None None None	7 Days	Property Staff
TOTAL		None	13 days and 30 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Administrative Services Division, at the PACD Desk located at DSWD Field Office No. 02 lobby or in ALL ACCESS "GASSD PSS" file.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph dswdfo2supplysection@gmail.com</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph dswdfo2supplysection@gmail.com</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Administrative Services Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph dswdfo2supplysection@gmail.com</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>

	dswdfo2supplysection@gmail.com
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p> <p><i>Presidential Complaint Center (PCC):</i> Email: pcc@malacanang.gov.Ph Call: 8888</p> <p><i>Contact Center ng Bayan (CCB):</i> SMS: 0908-881-6565 Call: 165 56 P5.00 + VAT per call anywhere in the Philippines via PLOT landlines</p>

OFFICE OF THE REGIONAL DIRECTOR
Frontline Services

1. TECHNICAL ASSISTANCE ON SOCIAL MARKETING FOR THE INSTITUTIONALIZATION OF COMPLETED SOCIAL TECHNOLOGIES (STs)

Refers to request for technical assistance to institutionalize (i.e., adopt or replicate) completed Social Technologies (ST). Technical assistance may include orientation on completed STs as part of social marketing activities, capability building activities, advocacy and lobbying with policy making bodies.

Office or Division:	Social Technology Bureau (STB)
Classification:	HIGHLY TECHNICAL
Types of Transaction:	G2G – Government to Government G2C - Government to Citizens
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written and signed request letter with complete contact details (name and contact information) of the requesting party, and details of the technical assistance needed.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For Local Government Units (LGUs) send request to DSWD Field Office to institutionalize (<i>i.e., adopt or replicate</i>) completed social technologies) for onward submission to DSWD-Social Technology Bureau	1.1. The STB Administrative Staff in-charge of incoming documents receives and encodes the request in the Electronic Data Tracking Management System (EDTMS) and forwards the document to the Bureau Director.	None	30 minutes	<i>Administrative Staff</i>
For National Government Agencies (NGAs, DSWD-Offices, Bureaus, Services, Units (OBSUs), Academe, and Non-Government Organizations (NGOs), Civil Society Organizations (CSOs) send official requests to DSWD-Social Technology Bureau.				

All requests shall be sent via email to soctech@dswd.gov.ph.				
None	1.2. Assess the request, provide instruction, and forward document to the Division Chief of Promotion and Institutionalization Division (PaID)	None	4 hours	<i>Bureau Director</i>
None	1.3. Record the note of the Bureau Director and forward the document to the Promotion and Institutionalization Division Chief through hard or electronic copy	None	30 minutes	<i>Bureau Secretary</i>
None	1.4. Review the document, provide instruction/s, assign technical staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy	None	4 hours	<i>Division Chief</i>
None	1.5. Record the instruction of the PaID Chief in the EDTMS	None	1 hour	<i>Administrative Staff</i>

None	1.6. Review the request and coordinate with the Field Office if necessary to get additional information on the TA being requested, and prepare a reply.	None	3 working days	<i>SWO IV/SWO III/PDO III</i>
2. Participate in the Technical Assistance about completed STs through Google Meet Conferences, Webinars, and other convenient online platforms and Accomplish Online Customer Satisfaction Survey form.	2.1. If the TA request entails a resource person the staff will conduct Technical Assistance as Resource Person on the Institutionalization of Completed STs using Google Meet Conferences, Webinars, and other convenient online platforms.	None	1 day	<i>SWO IV/SWO III/PDO III</i>
None	2.2. Prepare and submit feedback report and confirmation report, email the report to Division Chief copy furnish the Administrative Staff for tracking in the EDTMS	None	7days	<i>SWO IV/SWO III/PDO III</i>
None	2.3. Record receipt of document in the EDTMS	None	30 minutes	<i>Administrative Staff</i>
None	2.4. Review the confirmation report and endorse the document to the Bureau Director for approval copy furnish the Administrative Staff	None	30 minutes	<i>Division Chief</i>

None	2.5. Record receipt of document in the EDTMS and forward to Head of Office / Bureau Director	None	30 minutes	<i>Administrative Staff</i>
None	2.6. Review and approve the confirmation report	None	4 hours	<i>Bureau Director</i>
3. Acknowledge receipt of the Confirmation/Feedback Report	3.1. Record the approved Confirmation Report in the EDTMS and forward to Records Section for transmittal to the customer/ client and give copy of approved report to	None	30 minutes	<i>Administrative Staff</i>
	Total	None	11 days, 16 hours	

2. TECHNICAL ASSISTANCE ALONG SOCIAL TECHNOLOGY DEVELOPMENT OR SECTORAL CONCERNS

Refers to requests for technical assistance on social technology development processes, ongoing projects that the bureau is pilot testing, and/or on specific issues/sectors which the bureau is responding to.

Office or Division:	Social Technology Bureau (STB)			
Classification:	COMPLEX			
Types 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. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for technical assistance and provide the details of the TA being requested from the bureau.	1.1. Receives the Request for TA and records in the Electronic Data Tracking Management System EDTMS and forward the document/email to the Office of the Director.	None	30 minutes	<i>Administrative Staff</i>
	1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being requested. Identify the concerned division/ staff	None	4 hours	<i>Bureau Director</i>

who will take action on the request.			
1.3. Record the note of the Bureau Director and forward the document/em ail to the concerned division.	None	30 minutes	<i>Administrative Staff</i>
1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/em ail to the staff assigned	None	2 hours	<i>Division Chief</i>
1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office.	None	3 working days	<i>SWO IV/SWO III/PDO III</i>

	1.5. Review and approve the official reply and its attachments. Forward the documents through email to the administrative staff.	None	2 hours	<i>Division Chief</i>
	1.6. Record the document/email to the EDTMS and forward it to the Head of Office for review/ signature.	None	30 minutes	<i>Administrative Staff</i>
	1.7. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.	None	2 hours	<i>Bureau Director</i>
	1.8. Record the signed document in the EDTMS. Send the reply to the requesting office, either via email or courier.	None	1 hour	<i>Administrative Staff</i>
2. Receive the reply from STB and provide feedback, either through filling out the customer satisfaction survey or sending an official acknowledgement letter to the document	2.1. Receive the accomplished form or the acknowledgement letter and record the document in the EDTMS.	None	30 minutes	<i>Administrative Staff</i>

through email.				
	Total	None	4 days, hours	

3. SHARING OF DATA, INFORMATION, AND KNOWLEDGE PRODUCTS ON SOCIAL TECHNOLOGIES (STs)

Refers to request to share data, information, and knowledge products regarding completed Social Technologies. The data or information may include reports on completed Social Technology, disaggregated data, and other knowledge products such as manual, training modules on Social Technologies.

Office or Division:	Social Technology Bureau			
Classification:	COMPLEX			
Types of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request, Template of data requirement (if applicable)		From the requesting NGAs, LGUs or CSOs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Local Government Units (LGUs) send requests for data, information, or knowledge products on completed Social Technologies to DSWD Field Office for onward submission to DSWD-Social Technology Bureau.</p> <p>For National Government Agencies (NGAs, DSWD-Offices, Bureaus, Services, Units (OBSUs), Academe, and Non-Government Organizations (NGOs) send requests to DSWD-Social Technology Bureau.</p>	1.1. Receive and record in the EDTMS the request and endorse the document to the Office of the Director	None	30 minutes	<i>Administrative Staff</i>

All requests shall be sent via email to soctech@dswd.gov.ph.				
None	1.2. Assess request, provide instruction, and forward to the Administrative Staff for recording of instructions.	None	4 hours	<i>Bureau Director</i>
None	1.3. Record the note of the Bureau Director and forward the document to the Bureau's Information Officer.	None	30 minutes	<i>Administrative Staff</i>
None	1.4. Review the request, provide instruction/s, assign technical staff who will act on the request, and forward the document to the Administrative Staff to record the instruction	None	4 hours	<i>Bureau's Information Officer/Division Chief</i>
None	1.5. Record the instruction of the Bureau's Information Officer / Division Chief in the EDTMS	None	1 hour	<i>Administrative Assistant</i>
None	1.6. Follow the instruction of the Bureau Director and Bureau's Information Officer / Division Chief, review the request and coordinate with the requesting party if necessary, ensure that data to be shared are compliant with the Data Privacy Act	None	3 working days	<i>SWO III / PDO III</i>

	(DPA), and prepare an official reply to the requesting party.			
None	1.7. Review and approve the official reply and its attachments. Forward the documents to the administrative staff for recording in the EDTMS	None	2 hours	Division Chief
None	1.8. Record the document to the EDTMS and forward it to the Head of Office for review/ signature.	None	30 minutes	Administrative Staff
None	1.9. Review and sign the document and forward it to Administrative Staff.	None	2 hours	<i>Bureau Director</i>
None	1.10. Record the document in the EDTMS and email to the requesting Office.	None	20 minutes	<i>Outgoing Administrative Staff</i>
	TOTAL	None	7 days, 3 hours	

4. PROVISION OF RESOURCE PERSONS FOR TECHNICAL ASSISTANCE/RESOURCE AUGMENTATION

Processing of requests for resource persons to capacitate 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 the different sectoral groups in the community.

Office or Division:	TARA- ORD -DSWD FO2
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B - Government to Private/NGOs
Who may avail:	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, schools and institutions).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to DSWD		None	1 Hour	
	1. Receive, check and log request letter and forward to the Office of the Regional Director (ORD)	None	1 Hour	Admin staff (Records Section)
	2. Receive the request letter and endorse to the Regional Director	None	1 Hour	Admin staff/Regional Executive Assistant (ORD)
	3. Review and provide instructions and endorse to Protective Services Division (PSD)	None	6 Hours	Regional Director

	4. Review and provide instructions and endorse to Capability Building Section (CBS)/Social Welfare Institutional Development Section (SWIDS)	None	3 Hours	Protective Services Division Chief/Head
	5. Receive the request letter	None	1 Hour	Admin staff (CBS/SWIDS)
	6. Review and assess the request	None	2 Hours	CBS Section Head
	7. Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 Hours	Technical Staff (CBS/SWIDS)
	8. Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability	None	2 Hours	Technical Staff (CBS/SWIDS)
	9. Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 Hours	Technical Staff (CBS/SWIDS)
	10. Forward confirmation letter and draft RSO to PSD Chief for review and initials	None	1 Hour	Admin Staff (CBS/SWIDS)

	11. Review and sign confirmation letter and draft RSO and endorse to ORD	None	3 Hours	Protective Services Division Chief
	12. Review and sign the confirmation letter and RSO	None	6 Hours	Regional Director
	13. Return to CBS/SWIDS	None	1 Hour	Admin staff (ORD)
	14. Receive signed confirmation letter and RSO. Attach waiver on Data Privacy as well as the Customer Satisfaction Measurement Survey Form	None	1 Hour	Admin staff (CBS/SWIDS)
	15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, waiver and CSMS) to mail	None	1 Hour	Admin staff (CBS/SWIDS)
	16. Encode details of the request to a database	None	1 Hour	Admin staff (CBS/SWIDS)
	17. Coordinate with requestor to set a pre-activity meeting with the identified RP and requestor	None	3 Hours	Technical staff (CBS/SWIDS)

2. Fill out the waiver on Data Privacy and Customer Satisfaction Measurement Survey		None	1 Hour	
	Total	None	40 Hours or 5 Days	

5. RENDERING LEGAL OPINIONS AND LEGAL ADVICE BROUGHT TO BY EXTERNAL CLIENTS.

Office or Division	Legal Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All DSWD Field Office 02 employees and program beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form/Slip		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Secure and duly fill up Request Form/Slip	<p>1. Receive and countercheck if Request Slip was properly filled out</p> <p><i>Note: If not properly filled out, assist the client to properly accomplish the slip</i></p> <p>1.1. Review and assess the legal question and/ or service/s as well as the submitted documents.</p> <p>1.2 Interview the client and/or the person/s who prepared the document/s for additional information, if needed.</p> <p>1.3 Legal Assistant shall summarize the facts, if applicable.</p> <p>1.4. Research on applicable laws, memorandum circulars, administrative orders, issuances and/or jurisprudence applicable to the case.</p>	None	3-7 days	<p>Legal Officer/Legal Assistant</p> <p>Legal Officer/Legal Assistant</p> <p>Legal Officer/Legal Assistant</p> <p>Legal Officer/Legal Assistant</p>

	1.5. Legal Assistant shall draft Legal Opinion or Advice subject for enhancement and review of the Legal Officer.			Legal Officer/Legal Assistant
2. Sign the request slip/ logbook to attest receiving of Legal Opinion or Legal Advice	2. Issuance of written Legal Opinion or Legal Advice	None		Legal Officer
	TOTAL	None	3-7 days	

OFFICE OF THE REGIONAL DIRECTOR
Non - Frontline Services

1. RESEARCH, DOCUMENTATION, AND TECHNOLOGY DEVELOPMENT

Refers to the process of providing technical assistance in conducting situational analysis and research on emerging Social Welfare and Development (SWD) needs and trends, as well as risks and vulnerabilities of individuals, families, and communities that require prompt response or action of the Department and/or Local Government Units (LGUs).

Office or Division:	Social Technology Bureau (STB)			
Classification:	HIGHLY TECHNICAL			
Types of Transaction:	G2G - Government to Government			
Who may avail:	<ol style="list-style-type: none"> Primary customers - members of the DSWD Executive Committee, other DSWD Offices, Bureaus, Services and Units (OBSUs) Secondary customers - local government units, civil society organizations, development partners and non-government organizations, legislators and other national government agencies 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Customers send Request Letter for Research/ ST Development in Physical or Electronic form to STB email		Requesting Office		
2. Technical Documents (Results of Researches, Situational Reports and Evaluation Studies), in Physical or Electronic form if available		Proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSI N G TIME	PERSON RESPONSIBL E
1. Request the Social Technology Bureau to conduct research, documentation or development of models of intervention based on emerging	1.1. Request letters sent physically or through electronic means are received by the bureau for tracking in the	None	30 minutes	<i>Administrative Staff</i>

needs, or evaluation / documentation of existing practices through formal communication / instruction sent physically or through electronic means.	EDTMS.			
	1.2. Assess if the requested assistance is within the mandate of the Bureau, or if there are no existing DSWD interventions responding to the concern. Send/forward the email containing the request letter to the admin staff for tracking and routing	None	1 hour	<i>Bureau Director</i>
	1.3 Track and route the request to the concerned Division Chief	None	30 minutes	<i>Administrative Staff</i>
	1.4. Provide comment and instructions to the staff regarding the request	None	1 hour	<i>Division Chief</i>

	1.5. Coordinate with the concerned Office/s to discuss Terms of Reference in the research / documentation / development project	None	3 days	<i>RDD / STB Divisions/ OBS SWO IV/ SWO III</i>
2. Participate / Request for Meeting/s either physically or virtually to discuss and agree on proposed timelines, funding, institutional arrangements and deliverables	2.1. Review, coordinate request with concerned offices and conduct the following: a. Check inclusion in the Social Technology Agenda and Capacity Assessment b. If funds are needed, review annual activities based on approved WFP and OPC c. Feedback to the client and if possible, invitation for meeting to discuss and draft TOR Feedback to the Cluster Head	None	7 days	<i>RDD / STB Divisions/ OBS SWO IV/ SWO III</i>

	on the request, details and recommendations on the Bureau's next steps			
	2.2. Provide comments on memorandum prepared by technical staff, if none forward the document to the Bureau Director	None	3 hours	<i>Division Chief</i>
	2.3. Track the prepared document for endorsement to the Bureau Director	None	30 minutes	<i>Administrative Staff</i>
	2.4. Review and provide comments to the feedback to clients; if none, approve and sign the document by the Director and forward to Cluster head for approval	None	3 days	<i>Bureau Director</i>
	2.5. Approves the document if found in order.	None	5 days	<i>Cluster Head</i>

	2.6. Receive the approved document / instructions	None	1 day	<i>Director / Division Chief /</i>
	2.7. Endorse to the Terms of Reference / instruction to the requesting office	None	1 day	<i>SWO IV/SWO III</i>
	2.8. Administer Client Satisfaction Survey	None	1 day	<i>SWO/PDO/PO III/ SWO II</i>
	Total	None	20 days, 9 hours, 30 minutes	

2. ISSUANCE OF ONLINE CERTIFICATION OF NO PENDING ADMINISTRATIVE CASES

Office or Division	Legal Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Employees of DSWD Field Office 2			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form/Slip		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
<p>1. Client fills up Request form/slip stating his/ her name, office, contact number, e-mail address, I.D. number, date and duration of employment with the agency.</p> <p>Note: For online requests, client may send the request with the information stated above at fo2@dswd.gov.ph with the subject: "Request for Certification (Legal Unit)".</p>	<p>1. Review and assess the submitted document/request and forward to the Human Resource Management and Development Division (HRMDD) of the field office.</p>	None	15-20 minutes	<p>Legal Officer/Legal Assistant</p> <p>Records Section Staff</p>
	<p>1.1. HRMDD staff reviews the request form and checks the employee file of the requesting person and forwards information to the Legal Unit on the status of administrative case/s of the employee, if there is any.</p>	None	2-4 hours	HRMDD Staff
	<p>1.2. Receives information on the status of administrative case/s</p>	None	30 minutes-1 hour	Legal Officer/Legal Assistant

	filed against the requesting employee and prepares certification based on the information received from the HRMDD.			
2. Receive the requested Certification and sign logbook/release form.	<p>2. Issuance of Certification to the requesting employee, and employee signs logbook/ release form.</p> <p>Note: For online requests, a copy of the Certification is sent to the requesting employee through e-mail by the DSWD Field Office Records Section.</p>	None		<p>Legal Officer</p> <p>Legal Assistant/ Records Section Staff</p>
TOTAL		None	5 hours and 20 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Administrative Services Division, at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How to file a complaint	<p>Kindly accomplish the Client Satisfaction Measurement 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"> • Your Name and contact details • Transaction with the Administrative Services Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, complaints 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: fo2@dswd.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p><i>Anti Red-Tape Authority (ARTA):</i> Email: complaints@arta.gov.Ph / info@arta.gov.P Call: 8-478-5093</p>

Presidential Complaint Center (PCC):

Email: pcc@malacanang.gov.Ph Call: 8888

Contact Center ng Bayan (CCB):

SMS: 0908-881-6565

Call: 165 56

P5.00 + VAT per call anywhere in the Philippines via
PLOT landlines

LIST OF OFFICES

Office	Address	Contact Information
Protective Services Division	Main Building, 2 nd Floor # 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email address: fo2@dswd.gov.ph Contact Number: (078) 304-1004 local 128
Promotive Services Division	Main Building, 3 rd Floor # 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email address: slp.fo2@dswd.gov.ph slp.dbo02@gmail.com Contact number: 09064769790 09178996854
Disaster Response Management Division	Regional Command Center # 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email address: fo2@dswd.gov.ph Contact Number: (078) 304-1004 local 121
Policy And Plans Division	# 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email address: fo2@dswd.gov.ph Contact Number: (078) 304-1004
Human Resource Management and Development Division	# 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email address: fo2@dswd.gov.ph jobs.fo2@dswd.gov.ph Contact Number: (078) 304-1004 local 131
Financial Management Division	Main Building, Ground Floor # 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email address: fo2@dswd.gov.ph Contact Number: (078) 304-1004 local 130
Pantawid Pamilyang Pilipino Program Management Office	# 03 Dalan na Pagayaya, Regional Government Center, Carig Sur, Tuguegarao City	Email: grsrpmfo2@gmail.com Contact number:

		09771860091
Cagayan Valley - Regional Rehabilitation Center for Youth	Roma, Enrile, Cagayan	Email address: rrcy.fo2@dswd.gov.ph
Regional Haven for Women and Girls	Lingu, Solana, Cagayan	Email address: regionalhaven.dswdfo2@yahoo. com.ph hwg.fo2@dswd.gov.ph
Reception and Study Center for Children	Lingu, Solana, Cagayan	Email address: rsc.fo2.dswd@gmail.com