



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

FIELD OFFICE NO. 02

**CITIZEN'S CHARTER
2022 (1st Edition)**



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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

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, loss of job or source of income.

Office or Division	Crisis Intervention Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
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
CASH OUTRIGHT (PHP 5,000 – BELOW)		
Medical Assistance		
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing	
Any valid Government issued ID (preferably with signature and picture of the client)	Government agencies issuing identification card, 4Ps, Philsys, SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others	
Certificate of Confinement/Medical certificate/Clinical Abstract/Discharge summary/Death Summary, and Alagang Pinoy Tagubilin with date of issuance, complete name, signature and license number of the attending physician (issued within last 6 months)	Attending Physician from hospital/clinic or from Medical Records	

<p>If payment for hospital bill:</p> <p>Temporary/final hospital bill/Statement of Account(Outstanding balance) Certificate of balance/Promissory note (if the patient has already been discharged) with complete name, signature and license number</p> <p>If for medicines/assistive devices/therapy and special treatment:</p> <p>Prescription, Laboratory Request/Treatment protocol/Doctor's order/Price quotation with full signature and license number of the attending physician (issued within 6 months)</p>	<p>Billing section from the hospital/clinic</p> <p>Attending Physician from hospital/clinic or from Medical Records</p>
Burial/Funeral Assistance	
Certificate of Indigency or Certificate of Residency	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
<p>Death Certificate issued by the hospital or by the city/municipal health office, with or without registry number</p> <p>Certification from the Hospital/Doctor/authorized medical practitioner/Imam(for Moro) and the Tribal Chieftain for IPs</p> <p>For transfer of cadaver:</p> <p>Transfer permit (except for Moro and IPs performing customary practices), if the assistance for transfer of a cadaver is requested separately or along with the other items under funeral assistance</p>	<p>Hospital/Clinic/Local Civil Registrar</p> <p>Local Civil Registrar</p>
Funeral Contract (except for Moro and IPs performing customary practices, or Statement of account, or	Funeral Homes
Certification from the Barangay that the family made the casket but they have debt to pay for the materials and other expenses	Barangay where the client is residing
Educational Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing

Any valid Government issued ID	Government agencies issuing identification card, 4Ps, Philsys, SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Enrolment or Registration; or School ID of the student; or Statement of Account (for College Student only) Any document issued by the school that can establish that the student is enrolled.	School where the student is presently enrolled
Food assistance	
Certificate of Indigency; or	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
Any document/record that can prove that the beneficiary is in crisis/in need of food assistance: or Referral letter; or Any document/record that can prove that the beneficiary is stranded/trip ticket; or For patients or their authorized representatives, any medical document/record that can prove that the beneficiary is admitted in a hospital/medical certificate/abstract/certificate of confinement	Attending Physician from hospital/clinic or from Medical Records
Transportation Assistance	
Certificate of Indigency or Certificate of Residency	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
Police Blotter/Certification (for victims of pickpockets, illegal recruitment, etc.); or	Police Station
Death certificate/certification from the hospital/Doctor/authorized medical practitioner/Tribal Chieftain(for IPs)/ Imam (for Moro)/ Transfer Permit (except for Moro and Indigenous Peoples performing customary practices, if applicable; or	Attending Physician from hospital/clinic or from Medical Records

Depending on the applicable circumstance, other supporting documents such as, but not limited to, medical certificate, and/or court order/subpoena/referral from other agencies, barangay or local social welfare development office.	Hospital/Court/LSWDO
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
Police blotter/BFP report/certification for fire victims; or	
Passport travel documents, certification from OWWA/POLO/Department of Migrant Workers or the Barangay or any proof of repatriation by the OF; or Certificate for victims of Online Sexual Exploitation of Children or violence against women and children issued by the LSWDO; or Referral Letter/endorsement(e.g.) from the DOJ/I/NGOs, LGU/s or other concerned agency; or Incident report of the LGU; or Spot report from the AFP or PNP; or Certification of death; or Certificate from the LDRMO; or Certificate from BFP; or Disaster Assistance Family Access Card(DAFAC); or Joint AFP-PNP Intelligence Committee (JAPIC) certificate; or Medico-legal certification; or Barangay Certificate of residency or certificate of indigency/Certificate of the client is in need of assistance/other documents, in the absence of any of the documents enumerated.	
CASH OUTRIGHT (PHP 10,000.00)	
Medical Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing

Any valid Government issued ID		Government agencies issuing identification card 4Ps, Philsys, SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others		
Medical certificate/certificate of confinement/medical abstract/Prescription/Hospital Bill/Laboratory Request/Treatment Protocol Temporary/final hospital bill/Statement of Account(Outstanding balance) Certificate of balance/Promissory note (if the patient has already been discharged) with complete name, signature and license number		Attending Physician from hospital/clinic or from Medical Records Billing Section		
Social Case Study Report		Local Social Welfare and Development Office/Medical Social Worker		
Burial Assistance				
Certificate of Indigency or Certificate of Residency		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		
Death Certificate		Local Civil Registrar/Hospital/Clinic		
Funeral Contract/Permit to transfer Certification of outstanding balance		Funeral Homes		
Social Case Study Report		Local Social Welfare and Development Office		
Fire Victim				
Certificate of Indigency or Certificate of Residency		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		
BFP Certification		BFP Station		
Social Case Study Report		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO	PROCES -SING	PERSON

		BE PAID	TIME (R.A. 11032)	RESPONSIBLE
1. Client proceeds to the Guard and signs in the logbook and secure queuing number.	1.1. The guard on duty assist the client in signing in the logbook. 1.2. The guard on duty give the Queuing No. to the client.		1 minute	Guard on Duty
2. Client will proceed at the Crisis Intervention Section for the review of documents presented.	1.1. Staff on duty will verify the authenticity and completeness of the documents presented by the client. <i>If documents are incomplete, the officer on duty will request the client to secure and complete the lacking documents.</i>		1 minute	Social Welfare Aide or Administrative Assistant II
3. Client proceeds in the Verification at the Online Crisis intervention management System (CRiMs)	3.1. Social Worker will verify the name of the client in the online CRiMs. <i>If the client already received the same assistance within 3 months, the social worker will advise the client to return on the scheduled date.</i>		1 minute	Social Worker
4. Client proceeds in the interview and assessment procedure.	4.1. Social Worker takes photo of the client.		1 minutes	Social Worker
	4.2. Social Worker gathers accurate data and information of the client.		4 minutes	Social Worker

	<p>4.3. Assess the amount to be extended through cash outright or guarantee letter (GL).</p> <p><i>If the client is recommended for Guarantee Letter, he/she will be requested to wait once the guarantee letter is being approved by the CIS Head, ARDO and Regional Director.</i></p>		5 minutes	Social Worker
5. Client signs certificate of eligibility, general intake sheet form, and cash assistance payroll.	5.1. Social worker prepares the certificate of eligibility, general intake sheet form, and cash assistance payroll.		5 minutes	Social Worker
6. Client receives financial assistance	6.1. Social Worker releases the financial assistance.		1 minute	Social Worker
TOTAL			20 minutes	

Death Certificate issued by the hospital or by the city/municipal health office, with or without registry number Certification from the Hospital/Doctor/authorized medical practitioner/Imam(for Moro) and the Tribal Chieftain for IPs For transfer of cadaver: Transfer permit (except for Moro and IPs performing customary practices), if the assistance for transfer of a cadaver is requested separately or along with the other items under funeral assistance	Hospital/Clinic/Local Civil Registrar Local Civil Registrar
Funeral Contract (except for Moro and IPs performing customary practices, or Statement of account, or	Funeral Homes
Certification from the Barangay that the family made the casket but they have debt to pay for the materials and other expenses	Barangay where the client is residing
Educational Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card, 4Ps, Philsys, SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Certificate of Enrolment or Registration; or School ID of the student; or Statement of Account (for College Student only) Any document issued by the school that can establish that the student is enrolled.	School where the student is presently enrolled
Food assistance	
Certificate of Indigency; or	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
Any document/record that can prove that the beneficiary is in crisis/in need of food assistance: or Referral letter; or Any document/record that can prove that the beneficiary is stranded/trip ticket; or For patients or their authorized representatives, any medical document/record that can prove that the beneficiary is admitted in a hospital/medical certificate/abstract/certificate of confinement	Attending Physician from hospital/clinic or from Medical Records
Transportation Assistance	
Certificate of Indigency or Certificate of Residency	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
Police Blotter/Certification (for victims of pickpockets, illegal	Police Station

recruitment, etc.); or	
Death certificate/certification from the hospital/Doctor/authorized medical practitioner/Tribal Chieftain(for IPs)/ Imam (for Moro)/ Transfer Permit (except for Moro and Indigenous Peoples performing customary practices, if applicable; or Depending on the applicable circumstance, other supporting documents such as, but not limited to, medical certificate, and/or court order/subpoena/referral from other agencies, barangay or local social welfare development office.	Attending Physician from hospital/clinic or from Medical Records Hospital/Court/LSWDO
CASH ASSISTANCE FOR OTHER SUPPORT SERVICES	
Police blotter/BFP report/certification for fire victims; or	
Passport travel documents, certification from OWWA/POLO/Department of Migrant Workers or the Barangay or any proof of repatriation by the OF; or Certificate for victims of Online Sexual Exploitation of Children or violence against women and children issued by the LSWDO; or Referral Letter/endorsement(e.g.) from the DOJ/I/NGOs, LGU/s or other concerned agency; or Incident report of the LGU; or Spot report from the AFP or PNP; or Certification of death; or Certificate from the LDRMO; or Certificate from BFP; or Disaster Assistance Family Access Card(DAFAC); or Joint AFP-PNP Intelligence Committee (JAPIC) certificate; or Medico-legal certification; or Barangay Certificate of residency or certificate of indigency/Certificate of the client is in need of assistance/other documents, in the absence of any of the documents enumerated.	
CASH OUTRIGHT (PHP 10,000.00)	
Medical Assistance	
Certificate of Indigency or Certificate of Residency	Barangay where the client is residing
Any valid Government issued ID	Government agencies issuing identification card 4Ps, Philsys, SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others
Medical certificate/certificate of confinement/medical abstract/Prescription/Hospital Bill/Laboratory Request/Treatment Protocol Temporary/final hospital bill/Statement of Account(Outstanding balance) Certificate of balance/Promissory note (if the patient has already been discharged) with complete name, signature and license number	Attending Physician from hospital/clinic or from Medical Records Billing Section

Social Case Study Report		Local Social Welfare and Development Office/Medical Social Worker		
Burial Assistance				
Certificate of Indigency or Certificate of Residency		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		
Death Certificate		Local Civil Registrar/Hospital/Clinic		
Funeral Contract/Permit to transfer Certification of outstanding balance		Funeral Homes		
Social Case Study Report		Local Social Welfare and Development Office		
Fire Victim				
Certificate of Indigency or Certificate of Residency		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		
BFP Certification		BFP Station		
Social Case Study Report		Local Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCES -SING TIME (R.A. 11032)	PERSO N RESPO NSIBLE
1. Client proceeds to the Guard and signs in the logbook and secure queuing number.	1.1. The guard on duty assist the client in signing in the logbook. 1.2. The guard on duty give the Queuing No. to the client.		1 minute	Guard on Duty
2. Client will proceed at the Crisis Intervention Section for the review of documents presented.	1.1. Staff on duty will verify the authenticity and completeness of the documents presented by the client. <i>If documents are incomplete, the officer on duty will request the client to secure and complete the lacking documents.</i>		1 minute	Social Welfare Aide or Administrative Assistant II

3. Client proceeds in the Verification at the Online Crisis intervention management System (CRiMs)	3.1. Social Worker will verify the name of the client in the online CRiMs. <i>If the client already received the same assistance within 3 months, the social worker will advise the client to return on the scheduled date.</i>		1 minute	Social Worker
4. Client proceeds in the interview and assessment procedure.	4.1. Social Worker takes photo of the client.		1 minutes	Social Worker
	4.2. Social Worker gathers accurate data and information of the client.		4 minutes	Social Worker
	4.3. Assess the amount to be extended through cash outright or guarantee letter (GL). <i>If the client is recommended for Guarantee Letter, he/she will be requested to wait once the guarantee letter is being approved by the CIS Head, ARDO and Regional Director.</i>		5 minutes	Social Worker
5. Client signs certificate of eligibility, general intake sheet form, and cash assistance payroll.	5.1. Social worker prepares the certificate of eligibility, general intake sheet form, and cash assistance payroll.		5 minutes	Social Worker
6. Client receives financial assistance	6.1. Social Worker releases the financial assistance.		1 minute	Social Worker
TOTAL			20 minutes	

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

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

Office or Division:	Field Offices and Central Office -Program Management Bureau-Adoption Resource and Referral Division (PMB-ARRD)		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen		
Who may avail:	All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Abandoned and Foundling children:			
1. Endorsement Letter from Petitioner to FO Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
2. Notarized Petition with Endorsement letter from Petitioner to Field Office	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
3. Updated Social Case Study Report (with PRC License Number and Validity)	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; Child Caring/Placing Agency; and DSWD Residential Care Facilities		
4. Written Certification from radio/TV station	Radio or TV station		
5. One (1) newspaper publication and/or Affidavit of Publication	Newspaper publisher		
6. Either police clearance, barangay certification or certified copy of tracing report issued by PNRC	Police or Barangay where the child was found/abandoned or Philippine National Red Cross (PNRC)		
7. Returned registered mail	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office		
8. Birth /Foundling Certificate certified true copy from LCR or SECPA (if the document is available)	Philippine Statistics Authority (PSA) Licensed Social Worker handling the case in the DSWD-Residential Care Facilities. Child		

Child's Profile	Caring/Placing Agencies or Municipal Social Welfare Office
9. Recent photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
10. Photograph of the child upon admission/abandonment	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office
11. Notice of Petition	DSWD-Regional Director where the Petition was filed
12. Certificate of Posting	Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director
For surrendered Cases:	
1. Letter of recommendation addressed to DSWD Regional Director	Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities
2. Social Case Study Report	Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities
3. Notarized Deed of Voluntary Commitment	To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC
4. Birth Certificate (Certified True Copy from LCR or SECPA, whichever is available)	Philippine Statistics Authority (PSA)
5. Recent whole body photograph	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
6. Photograph of the child upon relinquishment/admission to agency	Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office
For Neglected/Abuse Children	
1. Letter of Recommendation to the Secretary	DSWD-Regional Director
2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court	Family court where the case was filed
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.

1. Endorsement Letter to DSWD Secretary
2. Copy of the ID used by the child's birth parents/relatives in signing the DVC (refer to Article 216 of Family Code, who will exercise substitute parental authority in default of child's birthparent/s.)
3. Death Certificate of Birth Parent/s (if deceased)
4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged)
5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition
6. Copy of marriage certificate or Certificate of No Marriage (if necessary)
7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)
8. 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)
9. 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)
10. Affidavit of Two Disinterested Person/s (if the informant in the child's birth certificate is not the child's birthmother)
11. Certificate of Authority for a Notarial Act (CANA) for surrendered cases
12. If necessary, the DSWD may require other documents to support the facts/information indicated/claimed in the report.

Other Supporting/Additional Documents for CDCLAA of Children Qualified under RA 11222

1. Affidavit of Admission from the Adopter(s)-Petitioner(s) and/or with the 3rd person
2. Negative Certification of Birth Record from (LCR and PSA)
3. Written consent to Adoption of the following:
 - prospective adoptee, aged 10 years old and above
 - legitimate and adopted children aged 10 years old and above
 - Illegitimate children, aged 10 years old and above, of the adopter(s) if any, if living with the adopter(s)
4. Certificate of Authority for a Notarial Act (CANA)
5. Undertaking and Oath accomplished by the petitioner(s) holding permanent residence abroad and/or one of the petitioners is of foreign citizenship who is married to a Filipino and who prefer RA 11222 process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Field Office				
1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/	For Abandoned /Dependent/ Foundling Children 1. The Adoption Resource and Referral Unit (ARRU) shall review and	None	3 working days	FO-ARRU social worker

Application and supporting documents to Field Office	examines the petition if sufficient in form and substance			
	2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting.	None	5 days posting	Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc
	3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders a recommendation	None	5 working days	Regional Director
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.	None	2 working days	Field Office – Records Section
	For Surrendered Children			
	1. The ARRU shall review the Application together with the supporting documents	None	3 working days	FO-ARRU social worker
	2. The Regional Director shall render recommendation on the Application	None	2 working days	Regional Director
	3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional			Field Office –

Central Office

	<p>substance, prepare memo to the concerned indicating comments and recommendations. FO.</p> <p>3. Prepare and endorse the documents (Executive Summary, endorsement to the Secretary and draft e-copy of CDCLAA) to OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy furnished PMB-ARRD Admin staff for tracking in the DTMS.</p> <p>4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ Disapproval.</p> <p>5. Prints and tracks the Executive Summary, draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director</p>	<p>None</p> <p>None</p>		<p>PMB-ARRD-Social Worker ARRD Admin. Staff</p> <p>OIC-Division Chief</p> <p>ARRD Admin staff</p>
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	6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.	None	1 working day	Bureau Director
	7. PMB Director renders decision and recommendation.			Bureau Director
	8. Admin. Staff tracks and endorse the documents to the Office of Undersecretary.	None		PMB Admin. Staff
	B. Undersecretary level	None		
	9. Reviews, approve and endorsement of the petition/application and by the Undersecretary for Operations Group to the Secretary.	None		DSWD-Undersecretary
	10. If with comment, returns to PMB with comments/ note			
	11. PMB TS responds to comments/ notes and return to the Undersecretary	None		
	C. Secretary level			
	12. Office of the Secretary (OSEC) Technical staff	None		PMB ARRD-TS Staff



	<p>review the dossier before the endorsement to the Head of Executive Assistant (HEA)</p> <p>13. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if application is meritorious.</p>	None	2 working days	<p>OSEC – Technical staff</p> <p>DSWD-Secretary</p>
TOTAL		NONE	7 working days	
PMB transmits the endorsement and signed CDCLAA to Field Office	<p>D. PROGRAM MANAGEMENT BUREAU</p> <p>14. Receives the signed CDCLAA from OSEC and tracks to DTMS.</p> <p>15. Send thru email an advance copy of the signed CDCLAA to the FO</p> <p>16. Drafts memo to the FO endorsing the signed CDCLAA</p> <p>17. Approves by the Bureau Director the memo to the FO.</p> <p>18. Endorse to the Records Unit/Section</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>15 minutes</p> <p>15 minutes</p> <p>15 minutes</p>	<p>ARRD Admin staff</p> <p>ARRD Admin staff</p> <p>ARRD Social Worker</p> <p>Bureau Director</p> <p>PMB Admin Staff</p>

	approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA 19. Transmit the signed original CDCLAA to the FO	None	3-5 working days	DSWD CO Records Officer
TOTAL		NONE	5 days and 55 minutes	

4. SECURING TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD

Travel Clearance is a document issued by the Department of Social Welfare and Development for a minor who is below 18 years old, who wants to travel abroad alone, without any of his or her parent or legal guardian.

Office or Division:	DSWD Field Offices NCR, CAR, I-XII and CARAGA
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Minors Traveling Abroad
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Issuance of Travel Clearance Certificate	
<i>A. For Minors Traveling Alone to a Foreign Country for the First Time</i>	
1. Duly accomplished Application Form	DSWD Field Offices or at download form at www.dswd.gov.ph
2. LSWDO/SWAD Social Worker's assessment, when necessary	Local Social Welfare and Development Office where the minor resides
3. PSA issued Birth Certificate of Minor	Philippine Statistics Authority (PSA)
4. One (1) 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. PSA issued CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition; Shariah Court or Religious Leader
5. 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 valid 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)
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months. No scanned picture is allowed.	Applicant
7. 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
8. Certified True Copy of the Death Certificate (for deceased parent/s) on	Applicant

SECPA;	
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child.	Applicant
<i>For Succeeding Travel of Unaccompanied minor or Traveling ALONE</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. 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 residence
3. Original copy of the previous Travel Clearance issued	Applicant
4. Two (2) colored passport size pictures of the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	Any establishment that offers ID picture printing
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability in case of untoward incident during the travel of the child.	Applicant
<i>Minor Traveling for the FIRST TIME with persons other than the Parents or Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Copy of the PSA issued birth certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized affidavit or written consent of both parents or solo parent or legal guardian, attached with valid identification card with specimen signature.	Applicant
4. Copy of Marriage Certificate of minors 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 Social Welfare and Development Office (for the Solo Parents ID); Family Court.
5. Two (2) colored passport size pictures of	Applicant

the minor (in white, red or blue background) taken within the last 6 months. No scanned pictures will be accepted.	
6. Photocopy of the passport of the traveling companion.	Minor's travelling companion
<i>Minors Traveling subsequently with a Person Other than the Parents of Legal Guardian</i>	
1. Duly accomplished Application Form	DSWD Field Office/ DSWD website: www.dswd.gov.ph
2. Original copy of the Travel Clearance previously issued by the DSWD Field Office;	Applicant
3. Notarized Affidavit of Consent from biological parent/s, legal guardian authorizing a particular person to accompany the child in his/her travel abroad, with a copy of the valid identification card with specimen signature.	Applicant
4. Two (2) original colored passport size photos of the minor taken within the last six (6) months. No scanned pictures will be accepted;	Applicant
5. Photocopy of the Passport of the traveling companion.	Minor's traveling companion
Additional Requirements for Minors Under Special Circumstances:	
<i>For Filipino Minors Migrating to Another Country</i>	
1. Visa Petition Approval	Applicant
<i>For Minors Studying Abroad</i>	
1. Acceptance or Certificate of Enrollment or Registration from the School where the minor is to be enrolled.	Applicant
<i>For Minors who will attend Conference, Study Tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and Other Related Activities:</i>	
1. Certification from Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of Companion indicating safety measures undertaken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
<i>Minors going Abroad for Medical Purposes</i>	
1. Medical Abstract of the Minor	Attending Physician
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	

3. Letter from the Sponsor	Sponsor			
<i>Minors going Abroad for Inter-Country Adoption</i>				
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)			
2. Authority to Escort issued by ICAB	Inter-Country Adoption Board (ICAB)			
<i>Minors under Foster Care</i>				
1. Notarized Affidavit of Undertaking by the Foster Parents	Foster Parent			
2. Notarized Affidavit of Consent from the Regional Director or Authorized Representative	DSWD Regional Director			
3. Photocopy of Foster Placement Authority	Applicant			
4. Photocopy of Foster Care License of the Family	Applicant			
5. DSWD Certification of the CDCLAA Except those under Kinship Care	DSWD			
6. Return Ticket	Applicant			
<i>Minors Under Legal Guardianship</i>				
1. Certified True Copy of the Court Order on Legal Guardianship	Court			
For Minors whose parents are Seafarers				
1. Certification from the Manning Agency attesting to the parents employment	Applicant			
2. Photocopy of Seaman's Book of Parent/s				
<i>For Minors with alleged missing parent/s</i>				
1. Social Case Study Report from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office			
2. Blotter Report from either local police or Barangay Certification from the Locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address			
3. One (1) returned registered mail to the last known address of the alleged missing parent/s known address.	Applicant			
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Issuance of Service Sequence Number 2. Encoding of the client's information in online Spreadsheet 3. Issuance of the Client Satisfaction Survey Form (CSS Form)	None	5 minutes	Officer of the Day

2. Submission of Application and Documentary Requirements	1. Receives Filled Up Application Form and Documentary requirements presented by the Client.	None	5 minutes	Social Worker
3. Screening of Application and documentary requirements	1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If Complete, proceed to the next Step.	None	5 minutes	Social Worker
4. Interview/Assessment	1. Social Worker interviews and conducts assessment of the application; 2. Recommends for the approval or disapproval of the application to the Signing Authority.	None None	20 minutes	Social Worker
	1. Approves/Disapproves the application	None		Supervisor/OIC
	1.1 If Approved, proceed to step 6		5 Minutes	Social Worker
	1.2 If Disapproved, Counseling and Explanation of reason for disapproval of application		5 Minutes	Social Worker
	Notify the DFA, BI PMB, DSWD-CO. If Exempted, Prepares the Certificate of Exemption for Approval of the Regional Director or the Authorized Signatory	None	10 Minutes	Social Worker Social Worker/Admin Staff

5. Payment of: Php 300.00 for 1 year validity; Php600.00 for 2 years validity	1. Issues Order of Payment /Billing Statement 2. Issues Official Receipt to the Applicant on the Payment Received 3. Issuance of Claim Stub schedule of release (Minimum of 1-day processing and maximum of 3 days processing)	Php300.00 for 1year validity; Php600.00 for 2 years validity	minutes	Cashier Social Worker/Admin Staff
6. Issuance of the travel clearance certificate/Exemption Certificate	1. Encodes/Types the details of the applicant to the Travel Clearance Certificate	None	10 Minutes	Social Worker/Administrative Staff
	2. Signs/Approves the Application or Certificate of Exemption for Exempted applicants, as requested by Client.	None	5 Minutes	Regional Director or the Authorized Approved Signatory
7. Receipt of the Travel Clearance Certificate and Submission of the Filled Up CSS Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption	1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSS Form	None	5 Minutes	Social Worker Administrative Staff
TOTAL		P300-600.00	1 hour and 19 minutes**	

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

***** Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in AO 12, series of 2017***

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: <ul style="list-style-type: none"> 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		
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1ST PHASE – VALIDATION AND ASSESSMENT OF THE SOCIAL PENSION BENEFICIARIES’ MASTERLIST				
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. OSCA / LSWDO provide a copy of the Social Pension Application Form to the senior citizen	None	5 minutes	C/MSWDO Officer or OSCA Head
2. Fill-out the Social Pension Application Form	2. OSCA / LSWDO assist the senior citizens in filling-out 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 other valid ID indicating the age of the senior citizens to the OSCA or LSWDO	3.1 OSCA accepts the filled-out Social Pension Application Form and photocopy of the valid ID.	None	5 minutes	OSCA Head
	3.2 OSCA 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 LSWDO review and certify the consolidated list of potential beneficiaries submitted by the OSCA Head and endorse to DSWD Field Office Regional Social Pension Unit (RSPU) for assessment/ validation	None	3-5 days after receipt of the document from the OSCA Head	LSWDO
	3.4.1 DSWD FO-RSPU receives the certified consolidated list of indigent senior citizen applicants submitted by LSWDO. 3.4.2 DSWD FO RSPU shall inform the LGU for the conduct validation/assessment using the Social Pension Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by LSWDO.	None	Within 3 -5 working days after assessment	Social Pension Focal PDO I DSWD Field Office
	3.5 DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to	None	Within 7 – 14 working days	DSWD Central Office – Social Pension

	<p>DSWD Central Office – Social Pension Unit for crossmatching and eligibility testing.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>3.5.1. If Yes, Preparation and generation of Certificate of Eligibility duly approved by RD.</p> <p>3.5.2 If No, DSWD FO RSPU to provide data /results to LGUs the reasons of delisting (double entry, deceased, able family, receiving pension from other government and private agencies and with regular income) subject for revalidation, grievance and replacement.</p> <p>3.5.3 LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>3.5.4 BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct validation using the SPBUF as the basis for assessment.</p>			<p>Unit</p> <p>DSWD Field Office RSPU</p>
DSWD FO RSPU encode/ upload the consolidated validated list to be submitted to	3.6 DSWD CO Social Pension performs and runs eligibility test and endorse generated clean	None	Within 7 – 14 working days	DSWD FO RSPU

DSWD CO for data cleansing and eligibility test.	and error list to DSWD FO RSPU.			
	3.7 DSWD FO RSPU encode/update the replacement beneficiaries in the Regional SPIS for the preparation of Certificate of Eligibility, Payrolls and Repayrolls of unpaid beneficiaries of the previous quarters	None	Within 7 – 14 working days	DSWD FO RSPU
	3.8 DSWD FO RSPU endorses the approved list of beneficiaries to the City/Municipal Mayor through the LSWDO. 3.8.1 Per coordination of the DSWD FO RSPU, OSCA/LSWDO notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program	None	Within 7 – 14 working days	DSWD FO RSPU LSWDO / OSCA
2ND PHASE – FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAY OUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)				
DSWD FO facilitates the cash advance	1. DSWD FO – Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries, total target of beneficiary and corresponding amount for each LGU.	None	Within 7-14 working days	DSWD Field Office Finance Unit DSWD FO - RSPU
DSWD FO SDOs encash the cash advance	2. DSWD FO – Finance Unit identifies Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of	None	Within 1-3 working days	DSWD Field Office Finance Unit identified SDOs

	Social Pension beneficiaries			DSWD FO - RSPU
DSWD FO RSPU informs the LSWDO/OSCA on the schedule of pay out	<p>3. DSWD FO RSPU informs the City/Municipal Mayor through the LSWDO of the schedule of pay out.</p> <p>3.1 Per coordination with the DSWD FO RSPU, LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.</p>	None	Within 5 working days	<p>DSWD FO RSPU</p> <p>LSWDO</p>
3RD PHASE – CONDUCT OF THE SOCIAL PENSION PAY OUT				
Conduct of pay-out	<p>4. Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout</p> <p>4.1 The DSWD RSPU shall conduct exit conferences for both schemes with LCE and/or LSWDO to discuss what transpired during the pay out and reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.</p>	None	Within 3-5 working days	<p>Indigent Senior Citizen (ISC)</p> <p>DSWD FO</p> <p>LSWDO/OSCA</p>
4TH PHASE – REPORTING AND LIQUIDATION				
Preparation of DSWD FO RSPU report to LGU	5. DSWD FO RSPU provides the LGU data on the paid and unpaid beneficiaries including deceased and other reasons of delisting, for their reference and action for possible replacement.	None	Within 1-7 working days after the conduct of the pay out	DSWD FO RSPU

DSWD FO to prepare the liquidation report	6. DSWD FO identified SDOs to prepare the liquidation report on the recently concluded Social Pension Payout in support of DSWD RSPU for the accomplishment of supporting documents	None	Within 7-14 working days after the conduct of the pay out	DSWD FO Identified SDOs DSWD FO RSPU
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6. PLACEMENT OF ELIGIBLE CHILDREN FOR FOSTER CARE

Foster Placement Authority (FPA) is issued upon thorough assessment on the eligibility of the child to be placed under Foster Care and/or upon issuance of the Regional Foster Care Matching Certificate and submission of the Acceptance Letter of the Licensed Foster Parents. Issuance of FPA is in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office or Division	ARRU-Foster Care Section (FCS)		
Classification	Highly Technical		
Type of Transaction	Government to Government Government to Business Entity		
Who May Avail	Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Original Copy of Child Case Study Report		Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated	
1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months		Public or Private Clinics/Hospitals	
1 Original SECPA copy of Birth Certificate/Foundling Certificate Child's Profile		Philippine Statistics Authority (PSA) Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated	
Recent Photograph		Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Units where the child is admitted/originated	
1 Original Copy of Psychological Evaluation for children five (5) years old and above		Child Psychologist	
1 Photocopy of School Records for Children in School Age		School where the child is enrolled	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Matching	1.1 Receipt of the dossier of the child from the concerned agency	None	15 Minutes	Administrative Aide IV
	1.2 Encoding of the application in the database then forward it to the concerned technical staff for review	None		
	1.3 Review and endorsement of the dossier of Child/ren to the Matching Secretariat	None	2 Days	ARRU Social Worker
	1.4 Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference	None		
	1.5 Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary	None		ARRU Social Worker
	1.6 Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV

	1.7 Review and approval of the acknowledgment letter or comments on the child's dossier	None	1 day	ARRU Head, PSD Chief ARDO, RD
	1.8 Endorsement of the approved Acknowledgment Letter to the concerned agency	None	1 day	Administrative Aide IV, Records Section
	1.9 Invitation of the agency/social worker to the Foster Care Matching Conference	None	1 day	Matching Secretariat
	1.10 Preparation of the roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference	None	1 day	Matching Secretariat
	1.11 Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members	None		
2. Matching Phase	2.1 Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference	None	10 minutes	Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG)
	2.2 Brief visual presentation of each case of foster parents and children	None	4 hours	Case Managers from ARR, RCFs, CPAs,

				CCAs, and LGUs
	2.3 Discussion/provision of comments, observations, and inputs on the case presented	None	2 hours	Matching Secretariat, RCWSG, Case Managers from ARRū, RCFs, CPAs, CCAs, and LGUs
	2.4 Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/resources of the foster parents	None	1 hour	Matching Secretariat, RCWSG
	2.5 Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched	None	30 minutes	Matching Secretariat RCWSG
3. Post-Matching	3.1 Database logging of the Resolution, Certificate of Matching, draft FPA, and Transmittal Memo to concerned agency for onward endorsement to the Unit Head	None	10 minutes	Administrative staff
	3.2 Review and Approval of the Resolution, Certificate of Matching, draft FPA, and transmittal to concerned agency	None	1 day	ARRU Head, PSD Chief, ARDO and RD

	3.3 Endorsement of the approved Acknowledgment/Transmittal Letter to the concerned agency/social worker	None	20 minutes	Administrative Staff
Upon Receipt of Acceptance Letter from FPs	3.4 Receipt of the Acceptance Letter from Foster Parents and signed FPA	None	5 minutes	Administrative staff, Records Section
	3.5 Preparation of transmittal letter to the concerned agency/social worker with FPA signed by the FP	None	30 minutes	Matching Secretariat
	3.6 Approval of the FPA and transmittal letter to the concerned agency/social worker	None	1 day	ARRU Head PSD Chief ARDO Regional Director
	3.7 Sending of the signed FPA and transmittal letter to the concerned agency/social worker (either face to face, email, or mail through the Records Section)	None	1 hour (for face to face or email)	Administrative Staff/Records Officer
4. Placement and supervision of the foster children with the foster parent	4.1 Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of the child to the foster parent	None	1 day	Social Worker of the Child and Foster Parents; Foster Parent; Child
	4.2 Provision of monthly foster care subsidy for foster parent/s based on the approved parameters,	None	1 day	ARRU Social Worker

	as recommended.			
	4.3 Conduct home visits to monitor the foster child's adjustment in the foster home until foster placement is terminated	None	Frequent for the first three months; Bi-monthly for the succeeding months Short term - less than 6 months Long-term - 6 months or more	ARRU Social Worker
TOTAL (Excluding the supervisory period)		None	10 days, 10 hours, and 10 minutes	

7. LICENSING OF FOSTER PARENTS

Foster Family Care License (FFCL) is issued upon thorough assessment to the prospective Foster Parents. Issuance of FCL is based on the eligibility of the applicants in accordance with the R.A. 10165 or the Foster Care Act of 2012 and the Memorandum Circular No. 21, series of 2018 or the Omnibus Guidelines on Foster Care Service.

Office/Division/Unit/Section	Adoption Resource and Referral Unit (ARRU)
Classification	Highly Technical
Type of Transaction	Government to Citizens
Who May Avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Copy of Original Duly Accomplished Application Form	Adoption Resource and Referral Unit (ARRU) or DSWD Website https://adoption.dswd.gov.ph
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)
1 Copy of Original Medical Certificate issued at least 6 months	Public or Private Clinics/Hospitals
1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE)	Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer
1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance	National Bureau of Investigation (NBI) / Philippine National Police (PNP)
1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character	Barangay where the applicant/s reside
3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months	Applicant

1 Photocopy of Certificate of Attendance at Foster Care Forum	Adoption Resource and Referral Unit (ARRU)
Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others Note: Other document/s may be required is/are necessary on the case management of intensive cases	Philippine Statistics Authority Applicant
Additional Requirements for Alien Applicants:	
1 Photocopy of Certificate of Residence in the Philippines	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years	Applicants *Bureau of Immigration/Department of Foreign Affairs
At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship	Applicant
1 Original Copy of Certificate of Travel Records Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application	Bureau of Immigration (BI)
1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License	Applicant
Such other documents that the Department/Agency/Local Government Units may require Note: Other document/s may be required is/are necessary on the case	Applicant

management of intensive cases				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to Foster Care Forum	1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012	None	4 hours	ARRU Social Worker
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	Administrative Aide
2. Filling-up of Application Form and Submission of Documents	2.1. Receipt of the duly accomplished application form and documentary requirements from the client	None	10 minutes	Administrative Aide IV
	2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the concerned ARRU Social Worker	None	15 minutes	Administrative Staff
	2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a	None	1 hour, 30 minutes	ARRU Social Worker

	scheduled home visit			
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Staff
	2.6. Review and recommending approval of the Unit Head	None		
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	1 hour	ARRU Head
	2.8. Review and recommending approval of the Division Chief		10 minutes	Administrative Aide IV
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	1 hour	PSD Chief
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	10 minutes	Administrative Aide
	2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	1 hour	Assistant Regional Director for Operations
		None	10 minutes	Administrative Aide IV

	<p>2.12. Approval of the Regional Director</p> <p>2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRU Social Worker</p>	<p>None</p> <p>None</p>	<p>2 hours</p> <p>20 minutes</p>	<p>Regional Director</p> <p>Administrative Aide IV</p>
3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report	<p>3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay.</p> <p>3.2. Preparation of the Home Study Report (HSR)</p> <p>3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID</p>	<p>None</p> <p>None</p> <p>None</p>	<p>8 hours</p> <p>Within 20 days</p> <p>8 hours</p>	<p>ARRU Social Worker</p> <p>ARRU Social Worker</p> <p>ARRU Social Worker</p>

	3.4. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Unit Head	None	10 minutes	Administrative Aide IV
	3.5 Review and recommending for approval of the Unit Head			
	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None	4 hours	Unit Head
	3.7. Review and recommending approval of the Division Chief	None	10 minutes	Administrative Aide IV
	3.8. Database logging of draft HSR, FFCL signed by FP, and draft letter for onward endorsement to the Assistant Regional Director for Operations	None	4 hours	PSD Chief
	3.9. Review and recommending approval of the Assistant Regional Director for Operations	None	10 minutes	Administrative Aide IV
	3.10. Database logging of the draft HSR, FFCL signed	None	4 hours	Assistant Regional Director for Operations

	by FP, and draft letter for onward endorsement to the Regional Director	None	10 minutes	Administrative Staff
	3.11. Approval of the Regional Director			
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	4 hours	Regional Director
		None	10 minutes	Administrative Staff
	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None	20 minutes	Administrative Staff
	TOTAL	None	21 days, 21 hours, and 35 minutes	

8. 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 Parents or other family heads in crisis Mode of admission is through the following: <ol style="list-style-type: none"> 1. Walk-in or client come directly to the center; 2. Referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies; and 3. Outreached by virtue of direct contact by Social Workers. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Solo Parent Identification Card 		City / Municipal Social Welfare and Development Office		
<ul style="list-style-type: none"> Certificate of Indigency or Certificate of Residency 		LGU/ Barangay where the client resides		
<ul style="list-style-type: none"> 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		
<ul style="list-style-type: none"> Social Case Study Report 		City / Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Proceed to the PACD	1. Officer of the Day will direct the client to the focal person 1.1 Client will be provided with a queueing number	None	2 minutes	Officer of the Day

<p>2. Submit requirements to the attending Family Focal and provide additional information, if necessary.</p>	<p>2. Verify the authenticity and completeness of presented documentary requirements.</p> <p>NOTE: If documents are incomplete, the focal person shall advise the client to complete the lacking documents based on the list of requirements and comeback upon completion of requirements</p>	<p>None</p>	<p>8 minutes</p>	<p>Family Focal Person</p>
<p>3. Provision of additional information and necessary data needed</p>	<p>3. Interview the client utilizing the general intake sheet and recommend assistance based on the assessed needs</p> <p>3.1 Direct Service delivery ·</p> <ul style="list-style-type: none"> • Psychosocial counselling <p>Note:</p> <p>If client is eligible for financial assistance, Family Focal prepares Certificate of Eligibility and necessary documents for endorsement to the Special Disbursing Officer for provision of assistance</p>		<p>1hr</p>	<p>Family Focal Person</p>

	<p>If the client is assessed with other support services, the focal person issues a referral to the concerned LGU or other agencies, in favor of the client who needs other services that should be catered thereby.</p> <p>For all other services of the Department, the social worker further must refer the client to the bureau/office implementing the program that may respond to the client's needs. Endorsement to the other NGAs, CSOs, residential care facilities (for protective custody) and others shall be done if the programs or resources of the DSWD could not meet the client's needs.</p>			
3. Await for the results	<p>3. Approve the Certificate of Eligibility</p> <p>NOTE: If the Certificate of Eligibility has been approved, Family Focal shall endorse the client to the Community-Based Section.</p>	None	8 minutes	Division Chief
4. Receives	Provision of Financial	None	2 minutes	SDO

Financial Assistance	Assistance			
TOTAL		None	1hr and 20 mins	

9. EXTENSION OF SOCIAL WELFARE SERVICES TO DISTRESSED OVERSEAS FILIPINOS, AND THEIR FAMILIES IN THE PHILIPPINES

The ISSO, though the focus of its services is at the foreign posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned FOs that mobilized local entities special the LGUs for the same purpose. To facilitate all these, the ISSO Central Office provided staff augmentation support to all DSWD field Offices by hiring SWO II per region to focus on facilitating the delivery of needed social services to said clientele at the regional and local level.

In support to the effort of ensuring and maintaining high level of competencies in effective and efficient service delivery, this SOP at the regional level has been established for adoption of all FOs.

Office or Division	Protective Services Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Returned Distressed Overseas Filipinos and their Families in the Philippines			
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)			Client	
3. Valid ID (2 copies photocopy and original also for validation)			Client	
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)			Client/SWAtt/LGU/CO, and other concerned agencies/entities	
6. Contract			Client/Recruitment Agency	
7. Filled out General Intake Sheet			DSWD Field Office 02	
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. A photocopy of Medical Records including Medical Certificate (when necessary)			Doctor/Hospital/Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON

1. Received/Initial Contact with Client	1. Initial contact 1.1. With security guard on duty (walk-in/referred) for service sequence number.	None	2 minutes	Security Guard or Desk Officer of the Day (Public Assistance and Complaint Desk Unit or PACDU)
2. Intake Interview and Screening	Intake Interview and Screening	None	20 minutes	ISS Focal or Alternate Focal Person
3. Case Assessment	3. Assessment 3.1. Problem identification 3.2. Intervention Identification 3.3. Identification of appropriate DSWD Office, partner agencies, and concerned entities that can be tapped for case referral	None	5 Minutes	ISS Focal or Alternate Focal Person
4. Service Delivery Specific Services Guide for services of ISS Alternate Focal	4. Service Delivery 4.1. ISSAFP direct services - psychosocial , airport assistance, and referral to other agencies) 4.2. Other unit/service using their established SOPs	None	20 Minutes	ISS Focal or Alternate Focal Person
TOTAL		None	47 Minutes	

10. IMPLEMENTATION OF THE SUPPLEMENTARY FEEDING PROGRAM (SFP)

The enactment of the Republic Act 11037 or the Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Playgroup (SNP), 3-4 years old children enrolled in the Child Development Centers (CDC) and 5-year-old children not enrolled in DepEd but is enrolled in the CDCs.

The purpose of this document is to provide the clients/ citizens the right information/s and detailed understanding on the process, people inputs and outputs that is potentially simplified. Thus, by way of a Citizen's Charter, the DSWD-Cagayan Valley wanted to make the office accountable, citizen friendly, ensure transparency and improve customer service.

Office or Division:	Protective Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government Employee			
Who may avail:	Local Government Unit Staff/Focal Persons, Child Development Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Memorandum of Agreement		Local Government Unit (Office of the Mayor/ C/MSWDO)		
2. Certified True Copy of Sanguniang Bayan Resolution		Local Government Unit (Office of the Mayor)		
3. Duly signed Project Proposal		Local Government Unit (Office of the Mayor/ C/MSWDO)		
4. Weight Monitoring Report		C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
5. Masterlist of Beneficiaries		C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
6. Masterlist of Chid Development Centers		Local Government Unit (C/MSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IDENTIFICATION OF BENEFICIARIES				

1. CDWs to conduct survey/profiling of children.	Provide template on SFP Reports.	N/A	15 Days per center	-CDWs
2. Conduct enrolment of children and consolidation of masterlist of beneficiaries.	Provide template on SFP Reports (masterlist).	N/A	2 Days per center	-CDWs
3. CDWs will submit master list and CNS baseline to MSWDO.	Provide TA and template on SFP Reports (masterlist/CNS baseline).	N/A	1 Day	-CDWs -C/MSWDO
4. Submit/forward masterlist to Field Office 02.	Review and validate the submitted reports (masterlist/CNS baseline).	N/A	1 Day	-C/MSWDO -SFP Staff
5. Data Banking	Keeps the document for data banking and for filing (masterlist/CNS baseline).	N/A	1 Day	-SFP Staff
2. SOCIAL PREPARATION AT CDCS				
1. SFP meeting and program orientation.	Conduct of SFP meeting and program orientation to the LGUs/stakeholders and CDWs/parents.	N/A	1 Day per province	-SFP Staff
2. Transfer of funds (TOF) to LGUs.	Review/assess the LGU eligibility for TOF.	N/A	3 Days	-PSD Chief and Budget Officer -SFP Staff
	Approval of TOF and coordination with LGUs.	N/A	3 Days	-PSD Chief and Budget Officer -SFP Staff
	Preparation of MOA/SB Resolution and project proposal.	N/A	4 Hours	-LCE/C/MSWDO -SFP Staff
	Processing of cheque.	N/A	4 Hours	-FO Finance Management Division -SFP Staff
	Receipt of cheque.	N/A	1 Hour	-LGU Treasurer -C/MSWDO
3. Orientation in the Child development Center.	Conduct of orientation to the Barangay/Parents.	N/A	1 Day per baranagy	-C/MSWDO -SFP Staff
	Conduct of deworming and vitamin A supplementation to	N/A	4 Hours per Barangay	-BNS/BHW/CDWs

	the beneficiaries.			
	Organized parents group.	N/A	1 Hour	-CDWs
3. CREATION OF CYCLE MENU				
1. Conduct of Market Research.	Conducts market research of the most common and available food items in the community.	N/A	1 Day	-SFP Staff
2. Creation of Cycle Menu.	Drafts two-four-week cycle menu based on the market research conducted.	N/A	1 Day	-SFP Staff
3. Dissemination of Menu Copies.	Distributes copy of menu cycle to the LGU SFP Focal Persons/CDWs/Parent Groups for reference.	N/A	4 Hours	-SFP Staff -C/MSWDO/CDWs
4. CONDUCT OF FEEDING ACTIVITIES				
1. Receiving of food items and preparation of food/menu.	Receives the food items delivered and prepare the food as indicated in the cycle menu.	N/A	5 Hours	-LGU SFP Focal person/CWDs/Parent group
2. Hand washing and prayer before meal.	Assist the children in the hand washing and prayer before meal.	N/A	5 Minute	-CWDs/Parent group
3. Feeding Proper.	Motivate the children beneficiary to finish their meal.			-CWDs/Parent group
4. Hand washing and tooth brushing.	Guide the children beneficiaries for the proper hand washing techniques in accordance with the Water Sanitation and Hygiene practices.	N/A	2 Minutes	-CWDs/Parent group
5. MONITORING AND EVALUATION (Field Office to Local Government Unit)				
1. Receipt of the LGUs request for technical assistance.	Focal person acknowledges and reviews the request of LGU. FO may conduct spot checking for assessment and monitoring of the implementation.	N/A	1 Day	-SFP Staff
2. Provision of technical assistance to LGUs.	Provides technical assistance through either demo, actual observation of procedure and/or through video	N/A	1 Day	-SFP Staff

	conferencing.			
3. Feedback on the conducted monitoring/visit.	Discusses the salient findings and recommendations to the LCE during the exit conference.	N/A	1 Day	-SFP Staff
Total			34 Days	

11. PROVISION OF ASSISTANCE UNDER THE RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS (RRPTP)

The RRPTP is a comprehensive program that ensures adequate recovery and reintegration services provided to trafficked persons. It utilizes a multi-sectoral approach and delivers a complete package of services that will enhance the psychosocial, social, and economic needs 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 ensure 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:	Highly Technical
Type of Transaction:	G2C- Government to Citizens
Who may avail:	1. Victim-survivor of trafficking 2. Families of the victim-survivor of trafficking. 3. Witnesses of cases of human trafficking. 4. Communities with incidence of human trafficking.
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	
Case Management	
1. Travel documents (for Repatriated TIP Victims) 2. Valid ID 3. Social Case Study Report	Department of Foreign Affairs / Philippine Embassy (for Repatriated TIP Victims)
Medical Assistance	
1. Clinical Abstract / Medical Certificate with signature and license number of the attending physician (issued within three months) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate and Valid ID for the client	Hospital where the client is admitted or seen.
Educational Assistance	
1. School registration and/ or certificate of enrolment 2. Statement of Account for tertiary education 3. Valid school ID Valid ID of the parent/	School where the client is enrolled

guardian	
Skills Training	
1. Official receipt from the training school (TESDA/ CHED accredited training school. 2. Valid school ID	TESDA / accredited training school where the client is enrolled
Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.)	
1. Contract of Employment or any similar document which indicates that they are hired 2. Valid ID	Employer of the client
Financial Assistance for Livelihood	
1. Result of the Handa Ka Na Bang Magnegosyo? The client score's must be 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. 2. Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. 3. Valid ID 4. Social Case Study Report	DSWD Field Offices
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking	
1. No Documents need.	DSWD Field Offices -Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration.
Provision of Temporary Shelter	

1. Medical Certificate 2. Case Summary 3. Referral Letter from the Social Worker		DSWD Field Offices -Victim-survivors of trafficking may be placed in DSWD run/ registered, licensed and accredited residential care facilities for protective custody.		
Support for Victim-survivors/ Witness and Transportation Assistance				
1. Valid ID 2. Social Case Study Report Official receipt for the client's board and lodging		DSWD Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/ Regional Office or Rescued by Social Worker	1.1 Interview of the client	None	15 minutes	RRPTP Social Worker
	1.2 Provide Psychosocial Counseling		30 minutes	
	1.3 Assessment		30 minutes	
	1.3.1 If the Client needs Temporary Shelter refer to Residential Care Facility.		30 minutes	
	1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to the list of requirements.		15 minutes	RRPTP Social Worker and Residential Care Social Worker

2. Submission of Documentary Requirement for the service/s to be availed	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	None	10 minutes	RRPTP Worker	Social
	2.2.1 For the livelihood assistance, the RRPTP Social Worker will forward the documents to Sustainable Livelihood Program for further assessment.	None	7-15 Days	SLP Staff and RRPTP Worker	Social
	2.2 Processing of the assistance being sought;	None	3 working days	RRPTP Worker	Social
	a. Preparation of Voucher (if financial related)	None	1-2 working days		
	b. Social Case Study Report				
	c. Preparation of referral letter (if needs other program assistance)				
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	None	1-2 working days		
	2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	None			
	2.5 Releasing of the assistance to client				

	(Cash or Non-Cash)			
Total for Temporary Shelter		None	2 hours	
Total for Livelihood Assistance		None	12 Days	
Total for other Assistance		None	5 Days	

12. 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	Reception and Study Center for Children			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Client			
Who may avail	Children aged 0-6 years old who are;			
	1. Abandoned;			
	2. Neglected;			
	3. Victims of abuse and exploitation; and			
	4. Children with special needs.			
	Mode of admission is through the following:			
	1. Walk-in or client come directly to the center;			
	2. Referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies; and			
	3. Outreached by virtue of direct contact by Social Workers.			
Stay in the center is at least 6 months.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission (Must complete and approved by the Regional Director for admission)				
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 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 results on urinalysis, complete blood count, chest x-ray, Antigen Test, immunization record, new born screening result (for dependents)			Attending physicians from hospital/clinic or medical records	
*additional requirement due to COVID19 pandemic - Negative result of Antigen Test or RT-PCR				
5. School records, especially if it is In-School Children			School where the client last attended schooling	
6. Copy of Police Blotter if there's any			Police Station where the police blotter was filed	
CLIENT STEPS	AGENCY ACTION	FEES TO B E	PROCESIN G TIME (RA 11032)	RESPONSIBL E PERSON

		PAID		
I. Pre-Admission Phase/Initial Contact				
<i>*Due to COVID19 pandemic, all case conferences are done virtually.</i>				
1. Access/Entry to Agency (Facility)	1. Conduct initial interview with the client or referring party to determine eligibility to receive services in the center. *In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the center.	None	Upon client's referral or arrival in the facility	Social Worker on duty
	1. If the client is eligible, conduct intake interview and accomplish the Intake Sheet, and the client/referring party and the Social Worker signs the informed consent portion for further data gathering activities. 2. If the client is not eligible, the Social Worker on duty refers the client to other agency if her needs are beyond the service capacity of the center. (Endorsement should be made depending on the Level of Accreditation of the center)	None		Social Worker on duty
2. Conduct pre-admission conference	2. Facilitate conduct of pre-admission conference with the referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission to the center,		On the agreed schedule of concerned parties	Case Manager Referring Party, client's family and other Helping Team members

	<p>and orient the referring party and the client on the programs and services of the center and health and safety protocols in times of pandemic. The LGU with the family shall also be discussing discharge plan focusing on the roles and responsibilities of the LGU, family and community. It is also part of the discussion the documentary requirements needed to be prepared by the referring party and presentation of the said documents during the admission conference.</p> <p>* In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</p>			
II. Admission Phase				
3. Conducts admission conference	3. Facilitates conduct of admission conference, Contract Setting and orientation on the general rules and policies of the center.	None	Upon admission of the client in the facility	Helping Team/Multi-disciplinary Team, Referring Party
	1. Accomplish the admission slip, and requires referring party's signature. Client of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client should sign the admission slip witnessed by the referring party. Client signing of Data	None	Upon admission of the client in the facility	Case Manager

	Privacy Consent or Pahintulot Hinggil sa Pagkalahim ng Datos' is also facilitated in compliance to Data Privacy Act of 2012.			
	2. Orients the client about the center and on the existing house rules and policies of the center, and introduces him/ her to the Helping Team/ Multi-disciplinary Team.	None	2 days upon admission (Toddlers and Infants are exemptions)	Social Worker on duty/Case Manager, Houseparent
4. Conducts inventory of client's belongings	1. Conducts an inventory of the client's belongings and records it. The client, referring party and or parents are required to affix their signature in the inventory of belongings.	None	During client's 1 st day in the facility	Houseparent on duty
	Provides the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings.	None	During client's 1 st day in the facility	Houseparent on duty
5. Conducts initial medical examination	. Refers or submits the client to the Medical Officer for physical examination For some cases, for purpose of determination of client's age, dental examination is conducted.	None	During client's 1 st day in the facility Client's 2 nd to 7 th day in the facility	Medical Officer, Nurse
6. Endorses the client to the houseparents	. Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact	None	During client's 1 st day in the facility	Social Worker on duty, Houseparent

	with her properly. *In new normal situation, client should undergo quarantine in the center's isolation facility for fourteen days in compliance to safety and health protocol to prevent possible spread of virus.			
III. Center-based Intervention Phase				
A. Exploration, Assessment and Planning				
7. Conduct in-depth interview	7. Conducts initial assessment using the intake sheet. It solicits information on the individual and her situation and needs. The Case Manager probes deeper into the background of the client through validation of gathered data and collated information.	None	Within 24 hours upon admission	Case Manager
8. Conducts initial psychological assessment	8. Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During client's 2 nd to 7 th day in the facility	Psychologist or Psychometrician
9. Gathers information from other sources	9. Gathers additional information from the client, significant others and the worker's own observation. It guides the Case Manager focus in the formulation of Intervention Plan. Requests for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU		During client's 2 nd to 3 rd week of stay in the facility	Helping Team/Multi-disciplinary Team, Referring Party, LGU Social Worker
10. Prepares Social Case Study Report and Intervention Plan	10. Drafts the Initial Social Case Study Report, and Intervention Plan with the client. The	None	Within fifteen (15) days after admission	Case Manager

	Case Manager addresses with the client collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short and long-term goals.			
11. Conducts case conference	11. Present the case to the Helping Team/Multi-disciplinary Team, and gathers updates on the adjustment of the client in the center and result of the assessment of other members of the team and share their professional knowledge, information and concern on the case. The result of the case conference shall be the basis for the formulation and implementation of the Intervention Plan.	None	During client's 4 th week in the facility	Helping Team/Multi-disciplinary Team, Referring Party, LGU
12. Reviews the intervention plan	12. Reviews and updates the Intervention Plan of the client based on the result of the case conference, if necessary.	None	During client's 4 th week in the facility	Case Manager
B. Implementation of Plan and Monitoring				
13. Implements intervention as planned	13. Implements and facilitates provision of services to the resident towards improvement of his/her social functioning and achievement of rehabilitation goal.	None	During client's stay in the facility which is a minimum of 6 months	Helping Team/Multi-disciplinary Team
14. Monitors progress of client	14. Monitors the progress of the resident in relation to achievement of goals. Conducts regular case conference as part of monitoring the case. 14.1	None	Monthly	Helping Team/Multi-disciplinary Team Helping Team/Multi-disciplinary Team, LGU, client's family
15. Re-assesses and modifies	15. Reassesses and modifies the intervention plan per developments/	None	During client's 3 rd month in the	Case Manager and other Helping Team/

intervention plan	changes along helping process and based on the assessment of other members of the Helping Team/Multi-disciplinary Team.		facility	Multi-disciplinary Team
C. Evaluation and Termination				
16. Conducts case evaluation	16. Conducts individual or group session with client and meets with the Helping Team/ Multi-disciplinary Team, referring party, resident's family to evaluate the progress of the resident in relation to the helping goals set.	None	3 months/6 months after admission	Case Manager Helping Team/ Multi-disciplinary Team, Referring Party, client's family
17. Prepares plan for termination	17. Informs the referring party regarding the resident's achievement of rehabilitation/ helping goals, and requests for Parental/ Family Capability Assessment Report (P/FCAR).	None	Upon receipt of the P/FCAR	Case Manager
18. Conducts pre-discharge conference	18. Conducts pre-discharge conference with the accepting party, resident's family either through virtual or face-to-face to assess the readiness of both the client and his/her family. Prepares After Care Plan.	None	On the agreed schedule of the concerned parties	Helping Team/Multi-disciplinary Team, Accepting Party, client's family
19. Prepares termination and transfer summary	19. Prepares Termination Report if the client is for reintegration, and Transfer Summary if the client is for transfer to other Social Welfare Agency.	None	3-5 days after the pre-discharge conference	Case Manager
20. Conducts general medical examination	20. Conducts general medical examination to the client.	None	One week prior to discharge	Medical Officer/ Nurse
21. Conducts discharge conference and turn-over	21. Facilitates discharge conference for the turn-over of the client either to the LGU, family, Social Welfare Agency, placement to independent living, adoption or foster care.	None	As per agreed timeline during the pre-discharge conference.	Helping Team/Multi-disciplinary Team, client's family, concerned SWDAs, LGU

22. Administer satisfaction survey to the client	22. Administers satisfaction survey to the client family, LGU, adoptive family, and foster family to determine satisfaction on the programs and services of the center. This will also serve as basis to enhance or improve the existing programs and services of the center.	None	After the conduct of discharge conference	Social Worker, Resident
IV. Post-Center-based Intervention Phase				
A. Follow-up and After Care Services				
23. Requests progress/after care service report	23. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community likewise the status of implementation of after care services provided based on the agreed After Care Plan.	None	3 months to 6 months after discharge	Case Manager, LGU, other Stakeholders, client, client's family
TOTAL			3 to 6 months	

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

The Regional Haven for Women and Girls 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	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 from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies; and Outreached 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>																
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2">Admission <i>(Must complete and approved by the Regional Director for admission)</i></td></tr> <tr> <td>1. Referral Letter address to the Regional Director</td><td>Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or National Government Agencies.</td></tr> <tr> <td>2. Initial Case Study/Assessment Report that the client is in threat or crisis situation, thus need to refer to residential care facility</td><td>Local Social Welfare and Development Officer, Social Worker from Non-Government Organizations or National Government Agencies.</td></tr> <tr> <td>3. Copy of Client's PSA Birth Certificate</td><td>Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)</td></tr> <tr> <td>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 result (for baby/toddler)</td><td>Attending physicians from hospital/clinic or medical records</td></tr> <tr> <td colspan="2"> <i>*additional requirement due to COVID19 pandemic</i> <i>- Negative result of Antigen Test or RT-PCR</i> </td></tr> <tr> <td>5. School records, especially if it is In-School Youth/children</td><td>School where the client last attended schooling</td></tr> </tbody> </table>		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 result (for baby/toddler)	Attending physicians from hospital/clinic or medical records	<i>*additional requirement due to COVID19 pandemic</i> <i>- Negative result of Antigen Test or RT-PCR</i>		5. School records , especially if it is In-School Youth/children	School where the client last attended schooling
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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	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
I. Pre-Admission Phase/Initial Contact <i>*Due to COVID19 pandemic, all case conferences are done virtually.</i>				
1. Access/Entry to Agency (Facility)	1. Conduct initial interview with the client or referring party to determine eligibility to receive services in the center. *In new normal situation/ emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the center.	None	Upon client's referral or arrival in the facility	Social Worker on duty
	1.1 If the client is eligible, conduct intake interview and accomplish the Intake Sheet, and the client/referring party and the Social Worker signs the informed consent portion for further data gathering activities. 1.2 If the client is not eligible, the Social Worker on duty refers the client to other agency if her needs are beyond the service capacity of the center.	None		Social Worker on duty

	(Endorsement should be made depending on the Level of Accreditation of the center)			
2. Conduct pre-admission conference	<p>2. Facilitate conduct of pre-admission conference to discuss the problem of the client in line with her admission to the center, and orient the referring party and the client on the programs and services of the center and health and safety protocols in times of pandemic. The LGU with the family shall also be discussing discharge plan focusing on the roles and responsibilities of the LGU, family and community. It is also part of the discussion the documentary requirements needed to be prepared by the referring party and presentation of the said documents during the admission conference.</p> <p>* In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</p>		On the agreed schedule of concerned parties	Case Manager Referring Party, client's family and other Helping Team members
II. Admission Phase				
3. Conduct admission conference	3. Facilitate conduct of admission conference, Contract Setting and orientation on the general rules and policies of the center.	None	Upon admission of the client in the facility	Helping Team/Multi-disciplinary Team, Referring Party
	3.1 Accomplish the	None	Upon	Case Manager

	admission slip, and requires referring party's signature. Client of legal age is required to affix her signature as an expression of conformity. Parent/relative of minor client should sign the admission slip witnessed by the referring party. Client signing of Data Privacy Consent or Pahintulot Hinggil sa Pagkalahim ng Datos' is also facilitated in compliance to Data Privacy Act of 2012.		admission of the client in the facility	
66	3.2 Orient the client about the center and on the existing house rules and policies of the center, and introduce her to the Helping Team/ Multi-disciplinary Team.	None	2 days upon admission	Social Worker on duty/Case Manager, Houseparent
4. Conduct inventory of client's belongings	4.1 Conduct an inventory of the client's belongings and records it. The client, referring party and or parents are required to affix their signature in the inventory of belongings.	None	During client's 1 st day in the facility	Houseparent on duty
	4.2. Provide the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the	None	During client's 1 st day in the facility	Houseparent on duty

	client's belongings.			
5. Conduct initial medical examination	<p>5.1. Refer or submit the client to the Medical Officer for physical examination and pre-natal check-up in case the client is pregnant.</p> <p>For some cases, for purpose of determination of client's age, dental examination is conducted.</p>	None	<p>During client's 1st day in the facility</p> <p>Client's 2nd to 7th day in the facility</p>	Nurse
6. Endorse the client to the houseparents	<p>6.1. Endorse the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with her properly.</p> <p>*In new normal situation, client should undergo quarantine in the center's isolation facility for fourteen days in compliance to safety and health protocol to prevent possible spread of virus.</p>	None	During client's 1 st day in the facility	Social Worker on duty, Houseparent
III. Center-based Intervention Phase				
A. Exploration, Assessment and Planning				
7. Conduct in-depth interview	7. Conduct initial assessment using the intake sheet. It solicits information on the individual and her situation and needs. The Case Manager probes deeper into the background of the client through validation of gathered data and collated	None	Within 24 hours upon admission	Case Manager

	information.			
8. Conduct initial psychological assessment	8. Conduct initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During client's 2 nd to 7 th day in the facility	Psychologist or Psychometrician
9. Gather information from other sources	9. Gather additional information from the client, significant others and the worker's own observation. It guides the Case Manager focus in the formulation of Intervention Plan.		During client's 2 nd to 3 rd week of stay in the facility	Helping Team/Multi-disciplinary Team, Referring Party, LGU Social Worker
10. Prepare Social Case Study Report and Intervention Plan	10. Draft the Initial Social Case Study Report, and Intervention Plan with the client. The Case Manager addresses with the client collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short and long-term goals.	None	Within fifteen (15) days after admission	Case Manager
11. Conduct case conference	11. Present the case to the Helping Team/Multi-disciplinary Team, and gathers updates on the adjustment of the client in the center and result of the assessment of other members of the team and share their professional knowledge, information and concern on the case. The result of the case conference shall be	None	During client's 4 th week in the facility	Helping Team/Multi-disciplinary Team, Referring Party, LGU

	the basis for the formulation and implementation of the Intervention Plan.			
12. Review the intervention plan	12. Review and update the Intervention Plan of the client based on the result of the case conference, if necessary.	None	During client's 4 th week in the facility	Case Manager
B. Implementation of Plan and Monitoring				
13. Implement intervention as planned	13. Implement and facilitate provision of services to the resident towards improvement of her social functioning and achievement of her rehabilitation goal.	None	During client's stay in the facility which is a minimum of 6 months	Helping Team/Multi-disciplinary Team
14. Monitor progress of client	14. Monitor the progress of the resident in relation to achievement of goals. Conduct regular case conference as part of monitoring the case. 14.1	None	Monthly	Helping Team/Multi-disciplinary Team Helping Team/Multi-disciplinary Team, LGU, client's family
15. Re-assess and modify intervention plan	15. Reassess and modify the intervention plan per developments/ changes along helping process and based on the assessment of other members of the Helping Team/Multi-disciplinary Team.	None	During client's 3 rd month in the facility	Case Manager and other Helping Team/ Multi-disciplinary Team
C. Evaluation and Termination				
16. Conduct case evaluation	16. Conduct individual or group session with resident and meets with the Helping Team/ Multi-disciplinary Team, referring party, resident's family to evaluate the progress of the resident in relation to the helping goals set.	None	3 months after admission	Case Manager Helping Team/ Multi-disciplinary Team, Referring Party, client's family
17. Prepare	17. Inform the	None	Upon receipt	Case Manager

plan for termination	referring party regarding the resident's achievement of rehabilitation/ helping goals, and requests for Parental/ Family Capability Assessment Report (P/FCAR).		of the P/FCAR	
18. Conduct pre-discharge conference	18. conduct pre-discharge conference with the accepting party, resident's family either through virtual or face-to-face to assess the readiness of both the client and her family. Prepare After Care Plan.	None	On the agreed schedule of concerned parties	Helping Team/Multi-disciplinary Team, Accepting Party, client's family
19. Prepare termination and transfer summary	19. Prepare Termination Report if the resident is for reintegration, and Transfer Summary if the resident is for transfer to other Social Welfare Agency.	None	3-5 days after the pre-discharge conference	Case Manager
20. Conduct general medical examination	20. Conduct general medical examination to the resident.	None	One week prior to discharge	Medical Officer/ Nurse
21. Conduct discharge conference and turn-over	21. Facilitate discharge conference for the turn-over of the resident either to the LGU, family, Social Welfare Agency, placement to independent living, adoption or foster care.	None	As per agreed timeline during the pre-discharge conference.	Helping Team/Multi-disciplinary Team, client's family, concerned SWDAs, LGU
22. Administer satisfaction survey to the client	22. Administer satisfaction survey to the resident to determine satisfaction of the resident on the programs and services of the center. This will also serve as basis to enhance or improve the existing programs and services of the	None	After the conduct of discharge conference	Social Worker, Resident

	center.			
IV. Post-Center-based Intervention Phase				
A. Follow-up and After Care Services				
23. Request progress/after care service report	23. Send request to concerned LGU for the submission of detailed progress report on the adjustment of the client in her family and community likewise the status of implementation of after care services provided based on the agreed After Care Plan.	None	3 months to 6 months after discharge	Case Manager, LGU, other Stakeholders, client, client's family
	TOTAL		3 to 6 months	

	<p><i>emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i></p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the capacity of the CRCF. <i>(Endorsement should be made depending on the Level of Accreditation.</i></p>			
2. Attends pre-admission conference	<p>2.1 Conduct of pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission of the facility.</p> <p><i>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission</i></p>	None	2 hours	Social Worker, Referring Party, Parents or any available family members, if possible.

	<i>conference comes immediately once client is assessed to be eligible for services.</i>			
Admission Phase				
1. Attends admission conference	<p>1.1 Facilities conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility</p> <p>The Social Worker accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his/her signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-</p>	None	1 day	<p>Helping Team/Multidisciplinary Team Referring Party</p> <p>Social Worker</p> <p>Social Worker, Houseparent</p> <p>Houseparent on Duty</p>
		None	During the Client's 1 st day in the facility	

	disciplinary Team.			
2.Submits self to inventory of belongings	2.1 Conducts an inventory of the client's belongings and records it.			
3. Accepts set of clothing and other provision.	3.1 Provides the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s. 2005 and on the result of the inventory of the client's belongings. <i>(This is not applicable to non-residential facilities.)</i>	None	During the Client's 1 st day in the facility	Houseparent
4. Submits self for examination	4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant.	None	During the Client's 1 st day in the facility	Medical Officer, Nurse

	4.2 Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with his/her properly. <i>(This is not applicable to non-residential facilities.)</i>	None	During the Client's 1 st day in the facility	Social Worker, Houseparent
Center-based Intervention Phase				
1.Submits for interview	1.1Conducts further interview with the client to gather additional relevant information on problem presented as basis for assessment and recommendation.	None	During the Client's 1 st day in the facility	Social Worker
	1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above.	None	During the Client's 2 nd to 7 th day of the client in the facility	Psychologist, Psychometrician or Outsourced service of a Psychologist should there be no resident Psychologist/ Psychometrician in the CRCF's.
	1.3 Gathers additional information from the client, significant others and the worker's own observation on the client. At this stage, the request for Parental/ Family	None	During client's 2 nd to 3 rd week of in the facility	Helping Team/ Multidisciplinary members, Referring Party, LGU Social Worker

	Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU.			
	1.4 Drafts the Initial Social Case Study Report, and Intervention Plan with the client/resident. The Social Worker addresses with the clients/residents collaboratively to identify the problem areas and needs, then formulate a structured plan for achieving both short- and long-term goals.		Within 30 days after admission Within 15 days after admission for the Intervention Plan	Social Worker, Client/Resident
	1.5 Present the case to the Rehabilitation team. The result of the case conference shall be basis for the formulation of the Intervention Plan Case conference is also conducted as need arises	None	During client's 4 th week of in the facility;	Helping Team/ Multidisciplinary Team, Referring Party, LGU.
	1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.		During client's 4 th week of in the facility;	Helping Team/ Multidisciplinary Team
2. Receives the provisions of the center and various interventions provided	2.1 Implements and facilitates provision of services to the client towards improvement of social functioning and rehabilitation goal	None	During the client's/resident's stay in the facility which is a minimum of six months with exception to the following: a. Early	Helping Team/ Multidisciplinary Team

			reintegration/rehabilitation prior to six months; b. Six months and beyond depending on the coping of client/resident and other circumstances of the case and the assessment of the Social Worker.	
	2.2 Monitors the progress of the client in relation to achievement of goals. The Helping Team/Multidisciplinary Team conducts regular case conference as part of monitoring the case	None	Monthly	Helping Team/ Multidisciplinary Team
	2.3 Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team.	None	During client's 3 rd month in the facility	Social Worker, Helping Team/Multidisciplinary Team
Evaluation and Termination				
	1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set.	None	3 months prior to discharge	Social Worker, Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available

	<p>2. Informs the referring party regarding the client's achievement or rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR)</p> <p>For CICL cases, the Social Worker informs the court of the achievement of the rehabilitation goals of the client/resident.</p>	None	Upon receipt of P/FCAR submitted by LGU	Social Worker
1.Attends pre-discharge conference	<p>1.1 Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/ Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/ Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the</p>	None	2 hours	Helping Team/ Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others

	<p>family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p>			
	1.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA.	None	5 days	Social Worker
2. Submit to medical examination	2.1 The Medical Officer or any available medical personal in the facility conduct general medical examination to the client.	None	One week prior scheduled discharge	Medical Officer/ Nurse or other medical personnel in the facility
3. Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	2.2 Facilities discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care.	None	2 hours	Helping Team/ Multidisciplinary Team, Client , Family, concerned SWDA's, LGU
	2.3 The Social Worker administers satisfaction survey to the client to determine	None	After conduct of Discharge Conference.	Social Worker, Client/ Resident

	satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents.			
Post Center based Intervention Phase				
	<p>1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.</p> <p>In some facility, the request for LGU to submit aftercare report is incorporated in the Final Report submitted to Honorable Courts.</p>	None	3 months to 6 months after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family
	2. Reviews and evaluates the after-care service report, and check if the agreed after care plan/ reintegration agreement is achieved or not.	None	Upon receipt of the report	Social Worker
	3. Follows-up the LGU for the submission of		Within first three months, Monthly	Social Worker

	aftercare report.		For CICL: Quarterly	
	4. After receipt of Progress Report and or detailed information feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report.		Upon completion of at least 50% of the After- Care Program Plan	Social Worker
TOTAL		NONE	6 months for Center Based Phase	

15. PROCESSING OF ADOPTION APPLICATION AND PLACEMENT

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child's extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

Office or Division:	Field Offices and Central Office - Adoption Resource and Referral Division (PMB-ARRD/ARRS)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government ; G2C- Government to Citizen
Who may avail:	Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Prospective Adoptive Parent/s (PAP/s) Dossier</i>	
1. Home Study Report (HSR);	DSWD FOs, CCAs, CPAs, LGUs
2. Certificate of Attendance to Adoption Forum;	DSWD Field Office/CCAs/CPAs
3. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren;	Philippine Statistics Authority (PSA)
4. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant;	Philippine Statistics Authority (PSA) Philippine Courts
5. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old;	Applicant
6. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming	Licensed Physician

parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report;	
7. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	Licensed Psychologist
8. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report;	National Bureau of Investigation (NBI) Police Station
9. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment
10. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years);	Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and	Applicant
12. Affidavit of temporary Custody	Applicant
<i>B. Additional Requirements for Foreign Nationals</i>	
<p>13. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent resident in the applicants' country as his/her legitimate child.</p> <p>For countries that have neither signed nor</p>	Embassy / Foreign Adoption Agency / ICAB

adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child's possible entry to the PAP's country of origin.	
14. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
15. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than fifteen (15) years.	Character Reference
16. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	Police Station
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	
C. Child's Dossier	
Irrendered Children	Where to Secure
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/DO
4. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC)	DSWD FOs/LGUs/CCAs/CPAs
5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
8. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
9. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
10. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
11. Consent to Adoption (if 10 years old and	DSWD FOs/LGUs/CCAs/CPAs

above)	
andoned/Foundling/Neglected Children	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
5. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
8. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
Additional Supporting Documents	
1. Death Certificate of Birthparents (if deceased) 2. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are diagnosed to be intellectually challenged)	
3. DVC of husband (if child was born within a valid marriage(Marriage Certificate (if necessary)	
For Relative Adoption	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children 2. Notarized Oath and Undertaking by the guardian/relatives 3. Family Genogram with Birth Certificate	
For Cases of Children with Finalized Domestic Adoption	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected Children except for the Birth Certificate 2. Certified True Copy of the Adoption decree 3. Certified True Copy of the Finality/ Entry of Judgment 4. One (1) SECPA copy of New Birth Certificate of the child 5. Photograph of the Child with the Adoptive Parents	<ul style="list-style-type: none"> • Court where the domestic adoption was finalized • Court where the domestic adoption was finalized

	<ul style="list-style-type: none"> Philippine Statistics Authority (PSA) Adoptive Parents
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552; HSR prepared by an accredited Foreign Adoption Agencies (FAAs)	Foreign Adoption Agencies (FAAs)
Certification that the said FAA is accredited by ICAB	Inter-Country Adoption Board (ICAB)
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I.FO-Level A. Processing of Adoption Application -The Prospective Adoptive Parent/s inquire (either thru phone/walk-in/email/ DSWD dashboard)/file application to the concerned Field Office.	1.Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/forum	FO ARRS/SWAD
	2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren.	None	One (1) day	FO ARRS/SWAD
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the complete documentary requirements to the FO:	None		PAP/s/DSWD FO ARRS
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None		FO ARRS/SWAD
	5. Prepare a Home Study Report based on all	None	Within a month from the date of	FO ARRS/SWAD

	<p>information gathered, along with a complete set of requirements.</p> <p>6. If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)</p> <p>7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching</p>		<p>filing of application for adoption of the PAPs,</p>	<p>Note: The number of signatories in the documents shall be limited to only 3 signatories</p>
TOTAL			5 -15 months	
<p>I. Regional Level Placement of Children to PAP/s through Regional Matching</p> <p>Endorsement of the Dossier of the PAPs and child for Regional Matching</p>	<p>1.Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents</p> <p>Inform the concerned agency the comments and commendations through an official memo.</p>	None	<p>Within two (2) working days from the receipt of CDCLAA</p> <p>Within three (3) days upon receipt of dossier</p>	<p>FO- ARRS Social Worker</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p>
	<p>3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching</p> <p>4. Invite the RCWSG members to the matching conference.</p>	None	<p>At least three (3) days prior to the scheduled matching conference.</p> <p>At least three (3) days prior to the scheduled matching conference</p>	<p>FO ARRS Social Worker</p> <p>FO-ARRS Social Worker</p> <p>Regional Director</p>

	5. Provide the RCWSG members advance copies of dossier of Children/PAP/s	None	At least five (5) working days before the matching conference.	FO- ARRS Social Worker
	6. Conduct /present the child and PAP/s' case in the matching conference		One (1) day (Matching Conference at least twice a month but not exceeding four times a month)	Child and PAP/s handling social worker
	7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s		During the matching conference	RCWSG members
	8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching,		After the matching conference	Regional Director
	9. For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office.		Within three (3) days from the date of matching	FO-ARRS Social Worker
				Regional Director
	All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional Clearance based on the favorable assessment and recommendation by the social worker managing the case.		A day after the matching conference	PAP/s'/SWAD Social Worker
	10. Inform the PAP/s on the result of the matching (if matched)		Within two (2) days after receipt of the notice of the result of matching	PAP/s

	Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director.			
	11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the written acceptance letter of the PAP/s.	None	Within the day after the receipt of the acceptance letter of the PAPs	FO- ARRS Social Worker
	12. Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.	None	Within 10 days from the receipt of PAPA duly conformed by the PAP/s'	PAP/s' and child Social Workers
	Conduct/monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report.	None	Three (3) months after the placement of the child to the custody of PAPs	PAP/s' Social worker
	<p>14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director.</p> <p>Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel.</p> <p>Note: End of process for Administrative Phase.</p>	None	<p>A day after receipt of the final post-placement supervisory report</p> <p>Within 30 days after the receipt of CA.</p>	<p>DSWD FO- ARRS Social Worker)</p> <p>Regional Director</p> <p>PAP/s Social Worker</p> <p>Note: The number of signatories in the documents shall be limited to only 3 signatories</p>

II. CO Level Placement of Child/ren and PAP/s through Inter-regional Matching Conference	<p>Upon receipt of the child and PAP/s' dossiers, the PMB-ARRD matching secretariat shall conduct the following:</p> <p>2. Acknowledge and review the child /Home Study Report and other documentary requirements and make assessment and commendation.</p> <p>2. Inform the concerned FO, copy furnished the concerned agency, on the comments through an official letter or memorandum, approved by the Bureau Director</p> <p>3. 3. Prepare a roster of children and PAP/s available for interregional matching.</p> <p>4. Inform and invite and request the handling social worker of the child/PAP/s to prepare a visual/PowerPoint presentation of their cases for matching.</p> <p>4. Inform and invite the NCWSG members to the matching conference.</p> <p>6. 5. Provide the NCWSG members advance copies of the child/ren and PAP/s' dossier for review</p> <p>6. Conduct/present the</p>	<p>None</p>	<p>Within a day after the upon receipt of the dossier</p> <p>Within three (3) days upon receipt of the dossier</p> <p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days prior to the scheduled matching conference</p> <p>At least five (5) days before the matching conference</p> <p>On the day of scheduled matching conference (At least once a month, but not exceeding four (4) times a month)</p> <p>On the day of matching conference</p>	<p>PMB ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>PMB Director</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p> <p>Child/PAP/s Social Worker</p> <p>NCWSG members</p>
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	<p>case of the child/ren and PAP/s in the matching conference. Ensure a quorum of the NCWSG members (three (3) out of five (5)).</p> <p>7. Provide substantial comments, observations, comments/inputs on the cases presented. Deliberate matching of children and PAP/s.</p> <p>Include in the roster of children and PAP/s that are not matched for presentation in the next matching conference.</p> <p>8. Children not matched during the presentation for interregional matching shall be issued with Inter-Country Adoption Clearance (ICA),</p> <p>All cases for relative intercountry adoption/cases with finalized Domestic Adoption, shall not be presented in the interregional matching conference and shall be issued with ICA clearance based on the assessment and recommendation by the social worker. Endorsed immediately to ICAB the original copy of child's dossier, along with the original copy of ICA clearance, as signed by the Bureau Director</p>		<p>After the matching conference</p> <p>Within two (2) days after the matching conference</p>	<p>PMB-ARRD Social Worker</p> <p>PMB-ARRD Social Worker</p>
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	<p>9. Facilitate the signing of Certificate of Matching for children matched by the NCWSG members. and endorse to the Bureau Director or his/her duly authorized representative for his/her approval.</p> <p>If any party declines/opposes the proposed placement of the child to the PAPs as recommended by the NCWSG, the PAP/s shall submit a written explanation citing the reasons for non-acceptance. Acceptability on the reason/s shall be based on the evaluation of the Bureau Director.</p>	None	<p>A day after the matching conference</p> <p>Within two (2) days upon receipt the notice of matching result</p>	<p>PMB Bureau Director</p> <p>PAP/s</p>
	<p>10. Once accepted the matched, submit Acceptance Letter to PMB</p> <p>11. Facilitate the approval of the Pre-Adoption Placement Authority (PAPA), signed by the Bureau Director</p>	None	<p>Within the day, after the receipt of the result of the matching</p> <p>Within the day from the receipt of Acceptance Letter from the PAP/s</p>	<p>PAP/s</p> <p>PMB –ARRD Social Worker</p> <p>PMB Bureau Director</p>
	<p>12. Coordinate and facilitate child's actual physical transfer to the PAP/s</p> <p>13. Conduct/monitor post-placement supervisory visits (3 months) and recommend for the issuance of Certificate of Consent to Adoption (CA). at the final supervisory report.</p> <p>14. Facilitate the issuance</p>	None	<p>Within 10 days after the receipt of the PAPA</p> <p>Three (3) months after placement of the child</p> <p>Within the day, after the receipt of the third/final post placement</p>	<p>PAP/s' Social Worker</p> <p>PAP/s' Social Worker</p> <p>DSWD Undersecretary for Operations</p>

	of Certificate of Consent to Adoption, (CA). attached the Final Post-Placement Supervisory Report Note: End of process for Administrative Phase. Filing of Petition of Adoption in court is outside the jurisdiction of the Department		supervisory report	
TOTAL		NONE	25 Days Maximum depending on the case of the child	

16. 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:	Social Welfare Institutional Development Bureau (SWIDB) - All Field Offices
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		
DSWD Intellectual Property Agreement		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to DSWD		None		
	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 Social Welfare Institutional Development Section (SWIDS)	None	3 Hours	Protective Services Division Chief/Head
	5. Receive the request letter	None	1 Hour	Admin staff (SWIDS)
	6. Review and assess the request	None	2 Hours	SWIDS Section Head

	7. Identify resource person per database/list of CGS/program focal/SWD L-Net	None	2 Hours	Technical Staff (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 (SWIDS)
	9. Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order	None	3 Hours	Technical Staff (SWIDS)
	10. Forward confirmation letter and draft RSO to PSD Chief for review and initials	None	1 Hour	Admin Staff (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 SWIDS	None	1 Hour	Admin staff (ORD)
	14. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form	None	1 Hour	Admin staff (SWIDS)
	15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail	None	1 Hour	Admin staff (SWIDS)
	16. Encode details of the request to a database	None	1 Hour	Admin staff (SWIDS)
	17. Coordinate with requestor to set a pre-activity meeting	None	3 Hours	Technical staff (SWIDS)

	with the identified RP and requestor			
2. Fill out the DSWD Intellectual Property Agreement and Customer Satisfaction Measurement Survey		None		
	Total	None	38 Hours or 5 Days	

PROTECTIVE SERVICES DIVISION

Non - Frontline Services

1. 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	↓ Print/Receive and log scanned/original documentary requirements	None	5 minutes	Social Worker/PWD Focal Person	

and through the Records Section if submitted in the DSWD Office.	↓	PWD Focal Person (PWD FP) reviews and assesses completeness and correctness of documents.	None	2 hours	Social Worker/PWD Focal Person
	•	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	1 day	CBSS Head
	→	Review and endorse documents to Division chief.	None	1 day	Protective Services Division Chief
	→	Approval of documentary requirements.	None		Social Worker/PWD Focal Person
Claim assistive device	•	If there are discrepancies, documentary requirements will be returned to referring LGU and discuss points of enhancement.			
	↓	Coordinate with referring LGU and plot schedule of delivery of assistive	None	25 minutes	Social Worker/PWD Focal Person

	device			
	↓ Prepare travel order and request for vehicle	None	30 minutes	Social Worker/PWD Focal Person
	↓ Approval of travel order and use of available vehicle	None	2 days	Regional Director and Asst. Regional Director for Administration
	↓ Travel going to referring LGU	None	1 day	Social Worker/PWD Focal Person
	↓ Demonstration of use and release of assistive device	None	30 minutes	Social Worker/PWD Focal Person
	↓ Log the transaction in a RIS/distribution list signed by the receiving client After receipt of financial assistance, information of the client will be recorded in the database of served clients and documents will be filed.	None	30 minutes	Social Worker/PWD Focal Person 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	FEES TO	PROCESING	RESPONSIBLE

	ACTION	BE PAID	TIME	PERSON
Submission of complete documentary requirements	↓ Print/Receive and log scanned/original documentary requirements	None	5 minutes	Social Worker/PWD Focal Person
	↓ PWD Focal Person (PWD FP) reviews and assesses completeness and correctness of documents.	None	2 hours	Social Worker/PWD Focal Person
	• 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	1 day	CBSS Head
	→ Review and endorse documents to Division chief.	None	1 day	Protective Services Division Chief
	→ Recommending Approval of documentary requirements.	None	1 day	Regional Director
	→ Approval of the documentary requirements			Social Worker/PWD Focal Person
	• If there are discrepancies,			

	documentary requirements will be returned to referring LGU and discuss points of enhancement.			
Claim financial assistance for assistive device	↓ Coordinate with referring LGU and plot schedule of delivery of assistive device	None	25 minutes	Social Worker/PWD Focal Person
	↓ Prepare travel order and request for vehicle	None	30 minutes	Social Worker/PWD Focal Person
	↓ Approval of travel order and use of available vehicle	None	2 days	Regional Director and Asst. Regional Director for Administration
	↓ 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	Social Worker/PWD Focal Person
	↓ Provision of financial assistance	None	30 minutes	Social Worker/PWD Focal Person
	↓ Signature of clients in Certificate of Eligibility and payroll After receipt of financial assistance, information of the client will be recorded in the database of served clients and documents will be filed.	None	30 minutes	Social Worker/PWD Focal Person 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 TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Submission of complete documentary requirements	↓ PWD Focal Person (PWD FP) reviews and assesses completeness and correctness of documents.	None	30 minutes	PWD Focal Person
	↓ Verification of client through Crisis Intervention Management System (CRIMS)		5 minutes	CIU Verifier
	• If documents are 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).		10 minutes	CBSS Head



	<p>→ Approval of documentary requirements.</p> <ul style="list-style-type: none"> • If there are discrepancies, documentary requirements will be returned to client and discuss points of enhancement. 			
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 recorded in the database of served clients and documents will be filed.</p>		10 minutes	<p>SDO</p> <p>PWD Focal Person</p>
TOTAL		None	55 minutes	

2. REGIONAL LEARNING RESOURCE CENTER (RLRC) FUNCTION ROOM RESERVATION AND USE

Reservation and use of the Regional Learning Resource Center (RLRC) Function Room for meetings, learning sessions, and exams for applicants via electronic mail or phone call.

Office or Division:	Social Welfare Institutional Development Section (SWIDS) - Regional Learning Resource Center (RLRC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Regional Learning Resource Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Function Room via email		None	1 Hour	
	1. Receive request via email to reserve Function Room	None	1 Hour	RLRC Librarian/Staff
	2. Check availability of RLRC Function Room	None	2 Hours	RLRC Librarian/Staff
	3. Send Reservation Form to requesting party thru email	None	2 Hours	RLRC Librarian/Staff
2. Fill out Reservation Form		None	3 Hours	
3. Submit accomplished Reservation Form to RLRC thru email		None	3 Hours	

	5.Book reservation to RLRC Calendar	None	2 Hours	RLRC Librarian/Staff
	6. Send confirmation of reservation and link CSMS form thru email	None	2 Hours	RLRC Librarian/Staff
	TOTAL:	None	16 Hours or 2 Days	

3. BORROWING OF KEC MATERIALS AND COLLECTIONS

Borrowing of learning materials and references from the Regional Learning Resource Center (RLRC) done by DSWD employees.

Office or Division:	Social Welfare Institutional Development Section (SWIDS) - Regional Learning Resource Center (RLRC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Logbook		Regional Learning Resource Center		
2. Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide proof of identification		None	2 Hours	
2. Inquire availability of knowledge material/s		None	2 Hours	
	1. Receive inquiry on the availability of knowledge material/s	None	2 Hours	RLRC Librarian/Staff
	2. Conduct a physical inspection of material/s being borrowed	None	2 Hours	RLRC Librarian/Staff
	3. Require the borrower to fill up Borrower's Logbook	None	2 Hours	RLRC Librarian/Staff
3. Fill out Borrower's Logbook		None	2 Hours	
	4. Encode material and borrower's name in the RLRC Borrowers' Matrix	None	2 Hours	RLRC Librarian/Staff

	5. Release the material/s and advise date of return	None	2 Hours	RLRC Librarian/Staff
	TOTAL:	None	16 Hours or 2 Days	

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 Client Satisfaction Measurement 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 (CSMF) 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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, all CSMF are consolidated by the designated CSM Report 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 Focal Person.</p> <p>Client concerned shall be informed of the response.</p>

	For the status of your complaint, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph
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>

DISASTER RESPONSE MANAGEMENT DIVISION

Frontline Services

1. DSWD DISASTER DATA REQUEST PROCESSING

Office or Division:	DRMD / DRIMS			
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		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for data on disaster	1.1 Receive and log letter of request	None	5 minutes	Administrative Assistant II DRMD
	1.2 Review / assess and evaluate request	None	15 minutes	Social Welfare Officer II DRIMS-DRMD DRMD Chief DRMD
	1.3 Prepare response letter based on request	None	4 hours	PDO III, Dromic Focal
	1.4 Data extraction and data review	None		DRIMS-DRMD
	1.5 Approval of response letter	None	30 minutes	Regional Director Office of the Regional Director
	1.6 Forward letter to requesting party	None	5 minutes	Administrative Assistant II DRMD
TOTAL			4 hours and 55 minutes	

2. AUGMENTATION OF FOOD AND NON FOOD ITEMS (DONATIONS)

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

	whether to accept or reject the donated items. ➤ Conduct expiry inspection to determine whether to accept or reject the donated items.		➤ 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.	➤ Record accepted items in the inventory and provide feedback form to the donor/s. ➤ Issue Acknowledge ment Receipt	None	➤ 15 minutes ➤ 10 minutes	➤ Donations Facilitation Officer/ RROS Receiving Officer
Total		None	105 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the Client Satisfaction Measurement Form available at the Disaster Response Management 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 Client Satisfaction Measurement 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 (CSMF) available at the Disaster Response Management Division or at 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: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, all CSMF are consolidated by the designated CSM Report 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 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 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>
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POLICY AND PLANS DIVISION

Frontline Services

1. 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	Complex	
Type of Transaction	G2C – Government to Citizens G2G – Government to Government	
Who may avail	Licensed and/or accredited Social Welfare and Development (Agencies SWDAs), Local Government Units (LGUs) National Government Agencies (NGAs), Government Owned and Controlled Corporations (GOCCs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Pre-assessment/endorsement of DSWD Field Office concerned	DSWD Field Office Standards Section	
2. Duly accomplished Application Form signed by the Agency Head or his/her authorized representative	DSWD-DFE Form 1, S800(m), MCTA	
3. 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/ Department of Foreign Affairs	
4. A separate Notarized Deed of Acceptance	Applicant	
5. Shipping documents such as original and/or duly certified true copy of Bill of Lading or Airway Bill	Applicant	
6. Original and/or duly certified true copy of Packing List	Applicant	
7. Duly- approved Plan of Distribution	DSWD DFE form 2, Annex B – Standards Section or download via https://www.dswd.gov.ph/issuances/	
8. 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	
9. Photocopy of Official Receipt signifying the payment of the processing fee at the DSWD Field Office	DSWD Field Office Cash Section	
10. If applicable, notarized distribution report on the latest shipment previously received by the	DSWD DFE Form 3 Annex C https://www.dswd.gov.ph/issuances/	

applicant				
11. 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 BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Documentary Requirements- The applicant files the application and documentary requirement to the Standards Section a. Application receives through Walk in Applicant	<i>Note: Applications received after 3:00 P.M. shall be considered as a next working day transaction.</i> RECEIPT OF DOCUMENTS 1. Reviews the completeness and correctness of the submitted application documents based on the checklist <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide Technical Assistance (TA) and checklist of requirements.</i>		30 minutes	Standards Section Technical Staff
	2. Logs its receipt into the DTS and provides the walk-in applicant with DRN for easy tracking. If complete: a) Accepts application and prepares the billing statement. Refers the applicant to accounting section for the order of payment then pay the necessary fee to the cash	P 1,000	15 minutes	Standards Section Support Staff Standards Section Staff



	<p>section.</p> <p>b) Returns to the section for the photocopy of the official receipt of the processing fee</p> <p><i>Note:</i> <i>Incomplete application for walk-in applicant shall not be accepted and necessary technical assistance shall be immediately given with the corresponding checklist of requirements.</i> <i>Since face to face is still prohibited during this pandemic situation, technical assistance shall be provided in written form.</i></p> <p>3. Logs its receipt into the DTS then routes to the Standards Section Head</p>		15 minutes	Standards Section Support Staff
	TOTAL	Php 1,000	1 Hour	
b. Application receives through Mail/Courier	<p><i>Note: Applications received after 3:00 P.M. shall be considered as a next working day transaction.</i></p> <p>1. Logs its receipt into the DTS and reviews the Completeness of the submitted documents</p> <p>2. Provides with DRN for easy tracking.</p> <p>3. Routes to the Standards Section Head</p> <p>4. Receives</p>		<p>30 minutes</p> <p>30 minutes</p>	<p>Standards Section Support Staff</p> <p>Section Head</p>

	incoming applications and assigns to concerned technical staff			
	- Provide notes/instructions for action of the concerned technical staff.			
	TOTAL			45 Minutes

ASSESSMENT OF DOCUMENTS

A. For non-compliant of Documents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Documentary Requirements- The applicant files the application and documentary requirement to the Standards Section	<p>1. Logs its receipt into the DTS.</p> <p>2. Review and assesses the submitted documents as to completeness and compliance using the duty exempt pre-assessment form.</p> <p>If incomplete or non-compliant, prepares an acknowledgement letter indicating the checklist of documents for compliance to be secured or accomplished and return all the submitted documents per set timeline.</p> <p>Provides technical assistance along DEI per MC 21 s. 2019 shall be provided to organizations enabling them to comply with the set standards.</p> <ul style="list-style-type: none"> - In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgement letter shall indicate the checklist of documents for compliance to be secured or accomplished. - Provides the applicant the Client Satisfaction Measurement Form 		4 Hours	Assigned Technical Staff



	<p>(CSMF)</p> <ul style="list-style-type: none"> - Ensures that the CSMF is duly accomplished and emailed/via courier by the applicant to the Regional Office Standards Section. 			
	<p>3. Log its receipt into the DTS then reviews the acknowledgement letter and its supporting documents. If found in order, affix his/her initial and endorses draft acknowledgement letter to the Division Chief for initial</p> <ul style="list-style-type: none"> - If with inputs/comments/corrections, return to the technical staff 		4 Hours	Section Head
	<p>4. Logs its receipt into the document tracking system and Routes the documents to the Policy and Plans Division Chief for approval.</p>		30 minutes	Standards Section Support Staff
	<p>5. Logs its receipt into the document tracking system and Routes the documents to the Policy and Plans Division Chief for approval.</p>		30 minutes	PPD Support Staff
	<p>6. If no comments/clarification, affixes initial and endorses the final draft of acknowledgement letter to the Regional Director for approval.</p> <p>If with inputs/ comments/ corrections, return to the technical staff</p>		4 Hours	PPD Division Chief
	<p>7. Logs its receipt into the DTS and routes the document to the Office of the Regional Director.</p>		30 minutes	PPD Support Staff
	<p>8. Logs its receipt into the DTS and endorses the draft acknowledgement letter to the Regional Director for approval.</p>		30 minutes	ORD Support Staff

	<p>9. If found in order, affixes his/her signature in the acknowledgement letter.</p> <p>If with inputs/ comments/ corrections, return to technical staff.</p>		1 Day	Regional Director
	10. Logs its receipt into the DTS and routes document to the Standards Section		30 minutes	ORD Support Staff
	11. Logs its receipt into the DTS and Emails advance copy of the signed acknowledgment letter. Sends to applicant the acknowledgment letter indicating the reason for return, lacking requirements and documents need to be submitted per set timeline. Transmits original copy to Records Section		45 minutes	Standards Section Support Staff
	TOTAL		2 days, 7 hours and 15 minutes. If non-compliant total of 3 working days (to include receipt of document)	

B. For Compliant with Documents

Procedure on the Issuance of Regional Duty Exempt Pre-Assessment Report

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submission of Documentary Requirements- The applicant submitted the application and documentary requirement to the Standards Section	<p>1. Logs its receipt into the document tracking system. Reviews and assess the submitted documents as to completeness and compliance</p> <p>If complete and Compliant,</p> <p>a. Notify applicant to pay the necessary processing fee to DSWD Cash Section as part of the documentary requirements.</p> <p>b. Attach the photocopy of the official receipt of the processing fee.</p> <p>c. Technical staff may opt</p>	P1,000	3 Days	Standards Section Technical Staff DSWD Cash Section

	<p>to conduct an area/validation visit, if deemed necessary;</p> <p>d. During normal situation, TS conducts area visit to obtain in-depth information concerning all administrative and operational aspects of program. However, in order to mitigate the transmission of COVID-19, eligibility check and collateral interview will be done through text messages, telephone calls or electronic means (e-mails).</p> <p>e. Accomplished duty-exempt pre-assessment form, Draft endorsement memo to SB for signature of the Regional Director, draft acknowledgement letter to applicant.</p> <p>f. Ensures the application documents have ear tags to ensure completeness of documents submitted.</p> <p>2. Logs its receipt into the DTS. Reviews, clarifies and endorses endorsement memo to SB, pre-assessment report and draft acknowledgement letter to applicant for approval of Division Chief.</p> <p>If found in order, affix his/her signatures in the accomplished assessment form and affix initial in the endorsement memo.</p> <p>3. Logs its receipt into the document tracking system and Routes the documents for review of the Division Chief</p>			
			4 hours	Standards Section Head
			30 minutes	Standards Section Support Staff

	<p>4. Prints the final Endorsement Memo to Standards Bureau</p> <p>5. Logs its receipt into the document tracking system and Routes the final Endorsement Memo, accomplished duty-exempt pre-assessment form and draft acknowledgement letter to applicant for review of Division Chief.</p> <p>If found in order, affix his/her signature</p>		30 minutes	PPD Support Staff
	<p>6. Reviews and endorses final Endorsement Memo to SB, duly accomplished duty-exempt pre-assessment form and final Acknowledgement letter to the applicant for approval of the Regional Director.</p> <p>- If with inputs/comments/corrections, return to the technical staff.</p>		1 Day	Division Chief
	<p>7. Logs its receipt into the document tracking system and Routes the final endorsement Memo, accomplished duty-exempt pre-assessment form and final Acknowledgement letter to applicant to the Office of the Regional Director for his/her review and approval.</p>		30 minutes	PPD Support Staff
	<p>8. Logs its receipt into the document tracking system and forwards the final Endorsement Memo, duly accomplished duty-exempt pre-assessment form and final Acknowledgement letter to applicant to the Regional Director for his/her review and approval.</p>		30 minutes	ORD Support Staff
	<p>9. Reviews, approved and signs the Endorsement</p>		2 days	Regional Director

	<p>Memo to SB and Acknowledgement letter to applicant with supporting documents.</p> <p>- If with inputs/comments/corrections, return to the technical staff</p> <p>10. Logs its receipt into the document tracking system and routes the signed Endorsement Memo to SB, duly accomplished duty-exempt pre-assessment form, application documents and signed acknowledgement letter applicant with supporting documents to Standards Section.</p> <p>11. Logs its receipt into the document tracking system and transmits the Original signed Endorsement Memo to SB, duly accomplished duty-exempt pre-assessment form, original application documents and signed acknowledgement letter to the applicant with Client Satisfaction Measurement Form (CSMF) to the Regional Office records section for delivery to concerned offices</p>		<p>30 minutes</p> <p>1 hour and 30 minutes</p>	<p>ORD Support Staff</p> <p>Standards Section Support Staff</p>
	TOTAL	P1,000	7 working days	
The final review and Evaluation are at the Central Office Level				
Sub Total: Standards Bureau – 7 Working Days				
Grand Total: 14 Working Days				

2. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOS) AS BENEFICIARY OF DSWD PROJECTS AND/OR PROGRAM – ORGANIZED BY THE SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

To enhance and simplify procedures for accreditation of DSWD Organized Beneficiary CSO from SLP and ensure accountability relative to potential misuse of funds and comply with the EODB requirements making programs and projects more accessible to individuals bound by common interest.

Office or Division	Standards Section			
Classification	Complex			
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. 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	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Endorsement of requirements to DSWD FO – Standards Section (SS)	1. Receive the documentary requirements and logs its receipt into the Document Tracking System (DTS) and provide Document Reference Number (DRN) for easy tracking	No fees	15 minutes	Standards Section Admin Support Staff
	2. Routes to the Standards Section Head (SS Head)			
	3. Refers the application documents to concerned SS technical staff.		2 hours	Standards Section Head
	4. Review the application documents as to			

	<p>completeness and compliance to guidelines.</p> <p>If found complete, prepare the template of Certificate/s of Accreditation (COA) for printing and routes the template of Certificates to administrative support staff.</p> <p>Prepares and affixes initial in the memo request for signature of the COA for the Regional Director (RD) for endorsement of SS Head.</p> <p>If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance.</p> <p>5. Logs receipt into the document tracking system/ Logbook. Checks availability of SECPA and logs the control number of each paper for the printing of the Certificate/s of Accreditation template provided by the technical staff.</p> <p>Forwards printed COA and memo request to SS Head</p>		<p>1 day</p>	<p>Standards Section Technical Staff</p>
			<p>2 hours</p>	<p>Standards Section Admin Support Staff</p>

	<p>- In the absence of SECPA, secures appropriate parchment paper to be used for the printing of certificates as applicable.</p> <p>6. Review, clarify, edit and ensure completeness of the submitted documents by technical staff. Analyze the information provided based on existing guidelines on completeness, quality, grammar and spelling prior to endorsing to Regional Director. Forward the memo request with the Certificate/s of Accreditation and supporting documents to the Administrative Support Staff for routing of documents to the RD.</p> <p>7. Logs receipt into the document tracking system / Logbook. Forwards the memo request and Certificate/s of Accreditation to the RD.</p> <p>8. Receives the memo request and Certificate/s of Accreditation. Forwards the documents to the Regional Director for review/ approval.</p>		<p>4 hours</p> <p>15 minutes</p> <p>15 minutes</p>	<p>Standards Section Head</p> <p>Standards Section Admin Support Staff</p> <p>RD Admin Support Staff</p>
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	<p>9. Review the memo request.</p> <p>If found in order, affixes signature and endorses the document to the RD Admin Support staff for routing to the Standards Section.</p> <p>If there are corrections and/or denial, return the endorsement to the FO-SS technical staff.</p>		2 days	Regional Director
	10. Forwards signed Certificate/s of Accreditation		15 minutes	RD Admin Support Staff
	11. Logs receipt into the document tracking system/ Logbook of the signed Certificate/s of Accreditation. Forwards the documents to the Standards Section Head		10 minutes	Standards Section Admin Support Staff
	12. Forwards the signed certificates to technical staff for endorsement of signed COA and notification of CSO applicants through the SLP-RPMO and request for posting at the website through Information and Communications Technology Management Service (ICTMS)		4 Hours	Standards Section Head

	<p>13. Receives the signed Certificate of Accreditation.</p> <p>Prepares memo endorsing signed certificates to SLP-RPMO.</p> <p>Prepares memo request for ICTMS for posting of the list of accredited beneficiary CSOs.</p>		4 Hours	Standards Section Technical Staff
	<p>14. Review, clarify, edit and ensure completeness of the submitted documents by technical staff prior to endorsing the memo with signed certificates to SLP-RPMO and request for posting to ICTMS.</p> <ul style="list-style-type: none"> - Signs and forwards the respective memos to SS Admin Support Staff for routing. - If there are comments or corrections, return the memo to the FO SS technical staff 		4 Hours	Standards Section Head
	<p>15. Logs receipt into the document tracking system/ logbook</p> <ul style="list-style-type: none"> - Forwards the signed memo to SLP-RPMO with the signed certificates and secures receiving copy. - Scans the 		3 Hours	Standards Section Admin Support Staff

	Certificate/s of Accreditation - Forwards signed memo to ICTMS for posting to Field Office website - Post of list of accredited beneficiary CSOs to FO- assigned bulletin board			
Total			6 working days and 10 minutes	

3. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOS) AS BENEFICIARY OF DSWD PROJECTS AND/OR PROGRAM – NON – SLP ORGANIZED

Provide streamlined and simplified procedures for accreditation of CSOs as beneficiaries of DSWD projects and/or programs recognizing the individuals bound by common interest to organize themselves and assist government in projects or program implementation.

Office or Division	Standards Section			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Beneficiary Civil Society Organizations (CSOs) that are not organized by the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DSWD-Organized Beneficiary CSO Applicants				
1. Certificate of Compliance issued by the Regional Head of the applicable DSWD program or project e.g. ARDO or RPC. The content of the certification must attest that the applicant CSO has met all the requirements of the DSWD program or project and in accordance with the minimum accreditation requirements that are applicable under Rule 65 of the 2017 GAA.		SLP RPMO		
Other CSO Applicants				
1. Duly accomplished Application Form, supported with: <ul style="list-style-type: none">• Organizational Chart• Location sketches and Photographs of the Office/ Meeting Place		SLP RPMO (DSWD-BCSOA 001A)		
2. List of Projects and Programs		SLP RPMO (DSWD-BCSOA-001B)		
3. Roster of Members		SLP RPMO (DSWD-BCSOA 001C)		
4. Original Certificate of Good Standing		SLP RPMO (DSWD-BCSOA 002)		
5. Certification that the Beneficiary CSO has undergone Social Preparation; or		SLP RPMO (DSWD-BCSOA 003)		
6. Certification on the willingness of Beneficiary-CSO to undergo social preparation.		SLP RPMO (DSWD-BCSOA-004)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Endorsement of requirements to DSWD FO – Standards Section	1. Receive the documentary requirements and logs its	No fees		

(SS)	receipt into the Document Tracking System (DTS) and provide Document Reference Number (DRN) for easy tracking		15 minutes	Standards Section Admin Support Staff
	2. Routes to the Standards Section Head (SS Head)			
	3. Refers the application documents to concerned SS technical staff.		2 hours	Standards Section Head
	4. Review the application documents as to completeness and compliance to guidelines. If found complete, prepare the template of Certificate/s of Accreditation (COA) for printing and routes the template of Certificates to administrative support staff. Prepares and affixes initial in the memo request for signature of the COA for the Regional Director (RD) for endorsement of SS Head. If found to be		1 day	Standards Section Technical Staff

	<p>incomplete, prepares memo to the SLPRPMO returning the application documents for compliance.</p> <p>5. Logs receipt into the document tracking system/ Logbook. Checks availability of SECPA and logs the control number of each paper for the printing of the Certificate/s of Accreditation template provided by the technical staff.</p> <p>Forwards printed COA and memo request to SS Head</p> <p>- In the absence of SECPA, secures appropriate parchment paper to be used for the printing of certificates as applicable.</p>		<p>2 hours</p>	<p>Standards Section Admin Support Staff</p>
	<p>6. Review, clarify, edit and ensure completeness of the submitted documents by technical staff. Analyze the information provided based on existing guidelines on completeness, quality, grammar and spelling prior to endorsing to Regional Director.</p> <p>Forward the memo request with the Certificate/s of</p>		<p>4 hours</p>	<p>Standards Section Head</p>

	<p>Accreditation and supporting documents to the Administrative Support Staff for routing of documents to the RD.</p> <p>If there are comments and/or corrections, return the endorsement to the SS technical staff</p>		15 minutes	Standards Section Admin Support Staff
	<p>7. Logs receipt into the document tracking system / Logbook. Forwards the memo request and Certificate/s of Accreditation to the RD.</p>		15 minutes	RD Admin Support Staff
	<p>8. Receives the memo request and Certificate/s of Accreditation. Forwards the documents to the Regional Director for review/ approval.</p>		2 days	Regional Director
	<p>9. Review the memo request.</p> <p>If found in order, affixes signature and endorses the document to the RD Admin Support staff for routing to the Standards Section.</p> <p>If there are corrections and/or denial,</p>			

	return the endorsement to the FO-SS technical staff.		15 minutes	RD Admin Support Staff
	10. Forwards signed Certificate/s of Accreditation		10 minutes	
	11. Logs receipt into the document tracking system/ Logbook of the signed Certificate/s of Accreditation. Forwards the documents to the Standards Section Head		4 Hours	Standards Section Admin Support Staff
	12. Forwards the signed certificates to technical staff for endorsement of signed COA and notification of CSO applicants through the SLP-RPMO and request for posting at the website through Information and Communications Technology Management Service (ICTMS)		4 Hours	Standards Section Head
	13. Receives the signed Certificate of Accreditation. Prepares memo endorsing signed certificates to SLP-RPMO. Prepares memo request for ICTMS for posting of the list of accredited beneficiary CSOs.		4 Hours	Standards Section Technical Staff
	14. Review, clarify, edit and ensure		4 Hours	Standards

	<p>completeness of the submitted documents by technical staff prior to endorsing the memo with signed certificates to SLP-RPMO and request for posting to ICTMS.</p> <ul style="list-style-type: none"> - Signs and forwards the respective memos to SS Admin Support Staff for routing. - If there are comments or corrections, return the memo to the FO SS technical staff 		3 Hours	Section Head
	<p>15. Logs receipt into the document tracking system/ logbook</p> <ul style="list-style-type: none"> - Forwards the signed memo to SLP-RPMO with the signed certificates and secures receiving copy. - Scans the Certificate/s of Accreditation - Forwards signed memo to ICTMS for posting to Field Office website - Post of list of accredited beneficiary CSOs to FO-assigned bulletin board 			Standards Section Admin Support Staff
Total			6 working days and 10 minutes	

4. ISSUANCE OF CERTIFICATE OF AUTHORITY TO CONDUCT NATIONAL FUND-RAISING CAMPAIGN TO INDIVIDUAL, CORPORATION AND ORGANIZATION: NATIONAL REGULAR PERMIT

To regulate and enforce standards guidelines to persons, corporations, organizations or associations desiring or conducting solicitation activities for public and charitable purposes. Promote transparency and accountability in the conduct of public solicitation by any person, corporation, organization, and association for charitable or public welfare purposes.

Office or Division	Standards Section	
Classification	Complex	
Type of Transaction	G2C – Government to Citizens	
Who may avail	Any person, group, corporation, organization or association desiring or intending to conduct solicitation activities for social, public welfare and charitable purposes.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative (Annex 2)	Applicant	
2. 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, if new application	Applicant	
3. Updated Certification of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agencies which has jurisdiction to regulate the applying organization or agency. 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	
4. Project Proposal approved by the Head of Agency on the intended public solicitation activity including the Work and Financial Plan (WFP) on the activity to be undertaken. (Annex 5).	Applicant	
5. Profile of current governing board members or its equivalent in the corporation, certified by the corporate secretary or any equivalent officer. (Annex 6)	Applicant	
6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. For children beneficiaries, only the parent/s of the	Applicant	

child/children or maternal/paternal relative/s may sign the document in behalf of the child.	
7. Endorsement Letter from DSWD registered and licensed SWDA or the Head of the M/CSWDO of the Local Government Unit (LGU) – if it allows the individual applicant to raise funds under its name or responsibility.	Applicant
8. Endorsement or Certification from any but not limited to the following agencies allowing the applicant to undertake solicitation activities in their jurisdiction such as: h.1. Director of Private Schools h.2. Schools Superintendent of Public School h.3. Head or authorized representative of National Government Agencies (NGAs) h.4. Head or authorized representative of the Local Government Unit (LGU) h.5. Bishop/Parish Priest/Minister or Head of any Sect or Denomination h.6. Others	Applicant
9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending hospital Records Section	Applicant
10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	Applicant
11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	Applicant
12. Approved and notarized board resolution or other written authorization of other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) of Pledge of Commitment for individuals (Annex 11)	Applicant
13. Fund Utilization Report (Annex 12) of its proceeds and expenditures duly certified by its auditor/book keeper, if the soliciting entity is a non-government organization or an individual. The said fund utilization report should be included in the Audited Annual Financial Report to be submitted to the concerned DSWD Office, copy-furnishing the Standards Bureau, 120 days after the end of every fiscal year as provided in the	Applicant

organization's Constitution and By-Laws	
14. Additional Specific Requirements for Each Methodology to be used; Samples shall be provided.	Applicant
L.1. Tickets, Ballots, Cards and Similar Forms	Applicant
L.2. Donation boxes, Coin Banks and Other Similar Forms	Applicant
L.3. Benefit Show such as Fashion Show, Concert and Similar Activities	Applicant
L.4. Photo or Painting Exhibits and Similar Activities	Applicant
L.5. Written of request such as envelopes, Letter of Appeal, Greeting Cards and Similar Forms	Applicant
L.6. Text Messages and Other Types of Solicitation Using Electronic Devices (not applicable for Local and Regional Fund-Raising Activities)	Applicant
L.7. Mass Media Campaign through Radio, Television, Cinema, Magazines, Newspapers, Billboards or Other Similar Forms	Applicant
L.8. Sports Activities for a Cause such as Fun Run, Marathon, Cycling and Similar Activities	Applicant
L.9. Rummage Sale, Garage Sale, Sales of Goods and Other Similar Forms	Applicant
15. Copy of issued DSWD Official Receipt for the payment of processing fee (indicate OR No. and Date of Issuance)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submission of Documentary Requirements- The applicant files the application and documentary requirement to the Standards Section a. Application receives through Walk in	<i>Note: Applications received after 3:00 P.M. shall be considered as a next working day transaction.</i> RECEIPT OF DOCUMENTS 1. Reviews the completeness and correctness of the submitted application		1 hour	Standards Section Technical Staff

Applicant	documents based on the checklist <i>If Complete:</i> Forward for tracking to Support Staff <i>If Incomplete:</i> Returns the document and calls the attention of the applicant citing reason/s for non-processing and provides the necessary technical assistance to rectify the gap and/or submit lacking requirements with checklist of requirements.		1 hour	Standards Section Support Staff
	2. Logs its receipt into the Document Tracking System (DTS)			
	3. Provides the walk-in applicant with document reference number for easy tracking	P 1,000		Cash Section and Standards Section Staff
	If complete: 4. Accepts application and prepares the billing statement, pay the necessary fee to Cash Section 5. Attach the photocopy of the official receipt of processing fee 6. Log its receipt into the DTS then routes to the Standards Section Head 7. Logs its receipt into the DTS. - Receives the incoming applications and assigns to		30 minutes 30 minutes	Standards Section Support Staff Standards Section Head



<p>b. Application receives through Mail/Courier</p>	<p>concerned technical staff.</p> <ul style="list-style-type: none"> - Provides notes/instructions for action of the concerned technical staff. 			
	<p><i>Note: Applications received after 3:00 P.M. shall be considered as a next working day transaction.</i></p>			
	<p>RECEIPT OF DOCUMENTS</p>		<p>30 minutes</p>	<p>Standards Section Support Staff</p>
	<ol style="list-style-type: none"> 1. Logs its receipt in the DTS. 2. Reviews the completeness of the submitted application documents. 3. Provides with DRN for easy tracking 4. Routes to the Standards Section Head 			
	<p>A. When processing of Application is not complete/non-compliant</p>			
	<ol style="list-style-type: none"> 1. Reviews and assesses the submitted documents as to completeness and compliance. 2. If not complete and non-compliant, prepares an acknowledgement letter indicating the reason for non-processing and provides technical assistance to rectify the gap and/or submit lacking requirements supported with the checklist of 		<p>4 hours</p>	<p>Assigned Technical Staff</p>

	<p>requirements.</p> <p>3. Provides the applicant the Client Satisfaction Measurement Form. Ensures that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Regional Office Standards Section</p> <p>4. Logs its receipt into the DTS, provides inputs/comments/corrections</p> <p>5. Endorses the draft acknowledgment letter to the Division Chief for initial</p> <p>6. Logs its receipt into the DTS then routes document to the Policy and Plans Division Chief</p> <p>7. Logs its receipt into the DTS then routes document to the Policy and Plans Division Chief for approval</p> <p>8. If no comments/clarification, affix initial and endorses the final draft of acknowledgement letter to the Regional Director for approval</p> <p>- If with inputs/comments/corrections, return to the technical staff</p> <p>9. Logs its receipt into the document tracking system and Routes to the Office of the Regional Director</p> <p>10. Logs its receipt into</p>		<p>3 hours</p> <p>30 minutes</p> <p>30 minutes</p> <p>4 Hours</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Section Head</p> <p>Standards Section Support Staff</p> <p>PPD Support Staff</p> <p>PPD Division Chief</p> <p>PPD Support Staff</p> <p>ORD Support Staff</p>
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	<p>the document tracking system and endorses the draft acknowledgement letter to the Regional Director for approval</p> <p>11. If found in order, affixes his/her signature in the acknowledgement letter</p> <p>- If with inputs/ comments/ corrections, return to Standards Section technical staff</p> <p>12. Logs its receipt into the DTS and routes the signed acknowledgement letter with supporting documents to Standards Section</p> <p>13. Logs its receipt into the DTS and Emails advance copy of the signed acknowledgment letter. Sends to applicant the acknowledgment letter indicating the reason for return, lacking requirements and documents need to be submitted per set timeline. Transmits original copy to Records Section for advance copy</p>		<p>1 day</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Regional Director</p> <p>ORD Support Staff</p> <p>Standards Section Support Staff</p>
	TOTAL	Php 1,000	3 working days	

B. Procedure on the Issuance of Regional Pre-Assessment Report (Complete and Compliant)

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submission of Documentary Requirements- The applicant files the application and documentary requirement to the Standards Section	<ol style="list-style-type: none"> 1. Logs its receipt into the DTS 2. Reviews and assesses the submitted documents as to completeness and compliance using the assessment form. 3. Notify applicant to pay the necessary processing fee to DSWD Cash Section as part of the documentary requirements <ul style="list-style-type: none"> - Attach the photocopy of the official receipt of the processing fee - Technical staff may opt to conduct an area/validation visit, if deemed necessary; <p><i>During normal situation, TS conducts area visit to obtain in-depth information concerning all administrative and operational aspects of program. However, in order to mitigate the transmission of covid, eligibility check and collateral interview will be done through text messages, telephone calls or electronic means (e-mails).</i></p> <ol style="list-style-type: none"> a. Accomplished fund-raising campaign pre-assessment form, draft endorsement memo to SB, acknowledgement letter to applicant. b. Ensures the application documents have ear tags to ensure 	P1,000	2 days	Standards Section Technical Staff DSWD Cash Section

	<p>completeness of documents submitted.</p> <p>4. Logs its receipt into the document tracking system</p> <p>5. Reviews, clarifies and endorses endorsement memo, duly accomplished fund-raising campaign pre-assessment form, and draft acknowledgement letter to applicant for approval of Division Chief.</p> <p>If found in order affix his/her signatures in the accomplished assessment form and affixes initial in the endorsement Memo and acknowledgement letter.</p> <p>6. Logs its receipt into the DTS and routes the documents of the review of the Division Chief. Then prints the Final Endorsement Memo</p> <p>7. Logs its receipt into the DTS and routes the final Endorsement Memo, accomplished Fund Raising-Campaign pre-assessment form and draft acknowledgement letter to applicant for review of Division Chief.</p> <p>If found in order, affix his/her initial.</p> <p>8. Reviews the endorsement Memo, accomplished Fund-Raising Campaign pre-assessment form and</p>		<p>1 day</p> <p>1 Hour</p> <p>1 Hour</p> <p>1 day</p>	<p>Standards Section Head</p> <p>Standards Section Support Staff</p> <p>PPD Support Staff</p> <p>Division Chief</p>
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	<p>draft acknowledgement letter to applicant for approval and signature of the Regional Director. If found in order, affix his/her initial.</p> <p>If with inputs/ comments/ corrections, return to the technical staff.</p> <p>9. Logs its receipt into the DTS and routes the Endorsement Memo, accomplished Fund Raising-Campaign pre-assessment form and final acknowledgement letter to applicant to the office of the Regional Director for his/her review and approval.</p> <p>10. Logs its receipt into the DTS and forwards the Endorsement Memo, duly accomplished fund-raising campaign pre-assessment form and final acknowledgement letter to applicant to the Regional Director for his/her review and approval</p> <p>11. Reviews, approves and signs the Endorsement Memo and Acknowledgement letter to applicant with supporting documents</p> <p>If with inputs/comments/corrections, return to the Standards Section technical staff.</p> <p>12. Logs its receipt into the DTS and routes the signed Endorsement Memo, duly accomplished National fund-raising campaign pre-assessment form and signed</p>		<p>1 hour</p> <p>1 hour</p> <p>2 days</p> <p>2 hours</p>	<p>PPD Support Staff</p> <p>ORD Support Staff</p> <p>Regional Director</p> <p>ORD Support Staff</p>
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	acknowledgement letter applicant with supporting documents to standards section 13. Logs its receipt into the DTS and transmits the endorsement with supporting documents to SB and acknowledgement letter to the applicant with Client Satisfaction Measurement Form (CSMF) through Regional office Records Section for delivery to concerned offices.		2 hours	Standards Section Support Staff
	TOTAL	Php 1,000	7 working days	
The final review and Evaluation are at the Central Office Level				
Sub Total: Standards Bureau – 7 Working Days				
Grand Total: 14 Working Days				

Note:

- Under normal situation: concerned DSWD Field Office for assessment of eligibility and documentary requirements, which shall be endorsed to DSWD SB.
- Under state of emergency/calamity: Applications must be sent to the DSWD SB's official address/email address

5. REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES - OPERATING IN ONE (1) REGION

This aims to assess private organizations through registration whose intended purpose is within the purview of social welfare and development, where the determination of the same shall result in the inclusion of the agency in the Department's registry of Social Welfare and Development Agencies (SWDAs).

Office or Division	Standards Section			
Classification	Simple			
Type of Transaction	G2P – Government to Private Social Work Agency G2G – Government to Government			
Who may avail	Private Social Work Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form		Standard Section		
2. 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.		Securities and Exchange Commission		
3. Copy of any of the following: a. Handbook or Manual Operations of its programs policies and procedures to attain its purposes b. Brochure c. Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency		Applicant		
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P1,000.00		DSWD Field Office Cash Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submits requirements together with the complete set of	For Walk-In Applicants:	No Fees	30 minutes	SS Support Staff

documents	<ul style="list-style-type: none"> • Logs its receipt in the document tracking system • Reviews the completeness of the submitted application documents • Provides walk-in applicant with document reference number for easy tracking • Prepares billing statement and pay the necessary fee to Cash Section or thru online payment • Attach the photocopy of the official receipt of the processing fee 		10 minutes	Cash Section
			30 minutes	SS Support Staff
			15 minutes	SS Support Staff
			10 minutes	SS Support Staff
	<ul style="list-style-type: none"> • Assigns to SS Technical Staff • Routes to SS Head <p>If incomplete, documents shall be returned accompanied by checklist of requirements and provision of technical assistance</p> <p><i>Application/s receives through Mail/Courier</i></p>			
	<ul style="list-style-type: none"> • Receives application and endorse to SS Head 		30 minutes	SS Support Staff
	<ul style="list-style-type: none"> • Receive incoming 		30 minutes	SS Head

	<p>applications and assign to concerned technical staff</p> <p>Conducts desk review of the received application as to completeness and compliance.</p> <ul style="list-style-type: none"> • If complete and compliant, notify the applicant SWDA on the payment of processing fee. Proceed to No. 3 Registration Process • If incomplete, prepare an acknowledgement letter with a checklist of documents indicating the lacking requirement. 		3 hours	Assigned Technical Staff
2. Awaits for acknowledgement letter relative to the application (<i>for incomplete requirements</i>)	<p>Reviews acknowledgement letter and affixes the initial.</p> <ul style="list-style-type: none"> • Provides inputs/ comments/ corrections • Endorses draft acknowledgement letter to PPD Chief for initial 		2 hours	SS Head
	<p>Reviews acknowledgement letter for initial</p> <ul style="list-style-type: none"> • If no inputs/ 		1 hour	PPD Chief

	<p>corrections, endorse final draft of acknowledgement letter to the RD for approval</p> <ul style="list-style-type: none"> • If with inputs/ corrections, return to technical staff <p>Endorses the acknowledgement letter to RD</p> <ul style="list-style-type: none"> • Routes the draft acknowledgement letter to RD for approval • If approved: signed acknowledgement letter • If with inputs/ comments/ corrections of RD, return to technical staff <p>Emails advance copy of the signed/approved acknowledgement letter and send to SWDA indicating the lacking requirements and documents through Records</p>		<p>15 minutes</p> <p>1 hour</p> <p>1 hour</p>	<p>ORD Support Staff</p> <p>Regional Director</p> <p>SS Support Staff</p>
3. Awaits Confirmation Reports with Certificate of Registration	Prepares the Confirmation report with attached Certificate of Registration in Security Paper (SECPA) and duplicated copy		<p>5 hours and 30 minutes</p> <p>2 hours and 30</p>	Assigned Technical Staff

			minutes	SS Head
	Reviews the Confirmation Report with attached Certificate of Registration in SECPA for endorsement to PPD Chief		20 minutes	SS Support Staff
	Routes the Confirmation Report with attached Certificate of Registration in SECPA to the PPD Chief for approval		1 hour 30 minutes	PPD Chief
	Endorsed the final draft of Confirmation Report with attached Certificate of Registration in SECPA to RD for approval		20 minutes	SS Support Staff
	Routes to the RD for approval		20 minutes	ORD Support Staff
	Endorsed Confirmation Report with attached Certificate of Registration in SECPA to RD for approval		1 hour	Regional Director
	Approval of the Confirmation Report and Certificate of Registration		30 minutes	ORD Support Staff
	Routes the approved/ signed Confirmation Report and Certificate			

	of Registration to Standards Section			
5. Receives the signed/ approved Confirmation Report along with the signed Certificate of Registration	<p>Email advance copy of Confirmation Report along with the signed Certificate of Registration</p> <p>Provides applicant the Client Satisfaction Measurement Form and ensure that it is duly accomplish to be sent thru email/courier by the applicant to the Standards Section</p> <p>Endorses to Records Section the signed Confirmation Report and Certificate of Registration and to be sent to the SWDA applicant</p>		30 minutes	SS Support Staff
TOTAL			3 WORKING DAYS	

6. ACCREDITATION OF PRE- MARRIAGE COUNSELORS

The accreditation of Pre-marriage Counselors is to assess the capacity of the applicants or service provider based on set indicators along with knowledge, skills, and attitude. It further aims to establish a clear procedural process in the accreditation including documentary requirements and qualifications required.

Office or Division	Standards Section		
Classification	Highly Technical		
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	
NEW APPLICATION			
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 b. Certified true copy of PRC ID		Applicant	
3. Any of the following as proof that the applicant has undergone seminars, orientation, or other related activities to pre-marriage counseling: a. Photocopy of Training Certificates b. Certified True Copy of the certificate of participation/attendance.		Applicant	
4. Certification/Endorsement from immediate supervisor and/or an Executive Order that applicant is tasked to conduct Pre-Marriage Counseling and/or other forms of counseling sessions.		Applicant	
5. Documentation of at least six (6) PMC sessions		Applicant	
6. Accomplished MEI Form of the would-be-married couple during the validation.		Applicant	
RENEWAL APPLICATIONS			
1. Duly Accomplishment Form		Standards Section	
2. Certificates of training, seminars and other related/similar activities on topics		Applicant	

related to PMC but not limited to Gender and Development, Human Maturity, etc.				
3. Accomplishment report for the past the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template (Annex D)		Applicant		
4. Summary Documentation of PMC sessions conducted for the past year using the template provided by DSWD (Annex C)		Applicant		
5. Other Documents: a. Accomplished MEI Form of the would-be-married couple during the validation. b. Consolidated result of client feedback/satisfaction survey c. Summary/Records of issued PMC Certificates		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	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	Support Staff
2. Awaits for acknowledgement or notification relative to the application	Reviews and assesses the completeness of the requirements/documents submitted and prepare acknowledgement letter; • If complete/sufficient, acknowledgement receipt of application,		2 days	Technical Staff

	<p>notifies applicant and coordinate for the schedule of assessment visit</p> <ul style="list-style-type: none"> • If incomplete/ have not met required qualification and requirement, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance <p>Review and/or provide inputs/comments/ corrections</p> <ul style="list-style-type: none"> • If acceptable, affix initial in the letter and endorse to ORD; • if with inputs/ comments/ corrections, return to technical staff <p>Endorse letter to ORD</p> <ul style="list-style-type: none"> • If approved: signed/approved acknowledgement letter • If with inputs/ comments/ corrections, return to technical staff <p>Email advance copy of the acknowledgement letter to applicant.</p>		<p>2 working days</p> <p>1 working day</p> <p>1 hour</p>	<p>Standards Section Head and PPD, Chief</p> <p>Regional Director</p> <p>Support Staff</p>
3. Prepare for the Actual	Conducts validation assessment		1 working day	Assigned Technical Staff

Assessment				
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		4 working days	Assigned Technical Staff
	Review and/or provide inputs/comments/ corrections		2 working days	Standards Section Head and PPD, Chief
	<ul style="list-style-type: none"> If acceptable, affix initial in the letter and endorse to ORD; if with inputs/ comments/ corrections, return to technical staff 		1 working day	Regional Director
	Endorsement of Confirmation letter to ORD			
	<ul style="list-style-type: none"> If approved: signed/approved confirmation letter If with inputs/ comments/ corrections, return to technical staff 			
	Email advance copy of confirmation to applicant.		15 minutes	Support Staff
5. Receives the Certificate of Accreditation	Prepares certificate and assign accreditation number		1 working day	Assigned Technical Staff
	Review and/or provide inputs/comments/		2 working days	Standards Section Head and PPD,



	<p>corrections</p> <ul style="list-style-type: none"> • If acceptable, affix initial in the letter and endorse to ORD; • if with inputs/ comments/ corrections, return to technical staff <p>For approval/signature of the Certificate of Accreditation to ORD</p> <ul style="list-style-type: none"> • If approved: signed/approved Certificate of Accreditation • If with inputs/ comments/ corrections, return to technical staff <p>Email advance copy the approved Certificate to applicant</p>		<p>1 working day</p> <p>1 hour</p>	<p>Chief</p> <p>Regional Director</p> <p>Support Staff</p>
TOTAL			19 WORKING DAYS	
Note: One (1) day is accounted on the date of the submission of applicant				

7. PRE-ACCREDITATION ASSESSMENT - OPERATING WITHIN ONE (1) REGION

This aims to conduct Pre-accreditation assessment on the readiness of the Licensed Social Work Agency and Public SWDA for accreditation in accordance with the set DSWD standards in the delivery of social welfare programs and services. This is to ensure that requirements and set standards are complied by the SWAs prior to the Standards Bureau accreditation assessment of the applicant SWDA.

Office or Division	Standards Section		
Classification	Highly Technical		
Type of Transaction	G2P – Government to Citizens Licensed Private SWA and Public SWDAs G2G – Government to Government		
Who may avail	Licensed Social Work Agencies and Public SWDAs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished application form		Standard Section	
2. Self-assessment: duly accomplished pre-accreditation assessment tool signed by the SWA's Head of Agency or Authorized Representative		Applicant	
3. Certificate of No Derogatory Record information issued by SEC (<i>except those in operation for less than six months upon filing of the application</i>) (Not applicable for public SWDAs)		Securities and Exchange Commision	
4. <i>ABSNET Membership</i> Certification attesting the active ABSNET membership of the applicant SWA		Regional ABSNET President/ Chairperson of the Cluster ABSNET/ Authorized ABSNET Officer	
5. Work and Financial plan (<i>two succeeding years</i>)		Applicant	
6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years. (Not applicable for public SWDAs)		Applicant	
7. Annual Accomplishment Report of the previous year		Applicant	
8. Audited Financial Report of the previous year		Applicant	
9. Profile of clients/community being served for the preceding and current year		Applicant	

10. Certification from the SWA's Head of Agency on their observance and compliance to the provisions of Executive Order No.26 of 2017 (Providing for the establishment of Smoke-Free Environment in Public and Enclosed Places) and RA No.9211 (Tobacco Regulation Act of 2003)	Applicant
11. Manual of Operation	Applicant
12. Profile of Board of Trustees or its equivalent	Applicant
13. Profile of employees and Volunteers	Applicant
14. List of main and satellite/branch offices (if operating in more than one region)	Applicant
15. Certified True Copy of General Information Sheet (G.I.S.) (Not applicable for public SWDAs)	Securities and Exchange Commission
16. <u>For Applicant SWA's implementing Child Placement Services</u> Certification from DSWD or photocopy of the Certificate of training attended by the hired RSW related to child placement service	DSWD Regional Field Office
17. Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or; Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Certificate c. Water Potability Certificate or Sanitary Permit (Not applicable for Community-Based SWA)	Local Government Unit Office
18. For applicant that are identified that would be serving Indigenous People (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)	National Commission on Indigenous Peoples (NCIP)
19. For applicant with past and current partnership with the DSWD that involved transfer of funds ● Certification from DSWD Office and/or other concerned government agencies	DSWD Regional Field Office

that the applicant is free from any financial liability /obligation	
20. Copy of the Official Receipt (OR) (processing fee for Accreditation of P1, 000.00 per programs/services)	DSWD Field Office Cash Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (RA 11032)	RESPONSIBLE PERSON
1. Submits request letter together with the complete set of documents	Receives, stamps, and tracks the document;	No Fees	30 minutes	Support Staff
	Forwards to the Standards Section Head			
	Provides notes/ instructions for action		4 hours	Standards Section Head
	Assigns to the Technical Staff			
2. Awaits for acknowledgement or notification relative to the application	Coordinate with the SWDA the proposed schedule of assessment. Conducts desk review of the documentary requirements and/or documentation of previous monitoring visit as to completeness and compliance on accreditation standards. Without supporting documents: <ul style="list-style-type: none"> • Draft acknowledgement letter • Forward the draft letter to SS Head for 		3 working days	Technical Staff

	<p>review and initial.</p> <p>With supporting documents:</p> <ul style="list-style-type: none"> • Complete, prepared acknowledgement letter indicating the schedule of assessment; • Incomplete, prepares and acknowledgement letter indicating the checklist of the documents for compliance to be secured or accomplished per MC 17 s2018 and return all the submitted documents to applicant <p>Endorsement of acknowledgement letter for initial and approval</p> <ul style="list-style-type: none"> • If no comments/ inputs/ clarifications, initial /endorse the final draft of the acknowledgement letter to the PPD chief for initial. • If with inputs/ comments/ corrections, return to technical staff. <p>Routes to PPD support staff</p> <p>Routes to PPD Chief</p> <p>Reviews the acknowledgement letter</p> <ul style="list-style-type: none"> • If no comments/ inputs/ clarifications, 		<p>1 working day</p> <p>30 minutes</p> <p>30 minutes</p> <p>1 working day</p>	<p>Standards Section Head</p> <p>SS Support Staff</p> <p>PPD Support Staff</p> <p>PPD Chief</p>
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	<p>initial /endorse the final draft of the acknowledgement letter to the RD for approval</p> <ul style="list-style-type: none"> • If with inputs/ comments/ corrections, return to technical staff. <p>Routes to ORD</p> <p>Review and provide notes for the RD; Forward to the RD</p> <p>Reviews/Approves acknowledgement letter</p> <ul style="list-style-type: none"> • If no comments/ clarifications, approves the acknowledgement letter • If with inputs/ comments/ corrections, return to technical staff. <p>Forward to SS support staff</p> <p>Emails advance copy of the signed acknowledgement letter to the SWDA</p>		<p>30 minutes</p> <p>1 hour</p> <p>1 working day</p> <p>1 hour</p> <p>30 minutes</p>	<p>ORD Support Staff</p> <p>Office of the Regional Director (ORD)</p> <p>Regional Director</p> <p>ORD Support Staff</p> <p>SS Support Staff</p>
3. Prepare for the Pre-Accreditation Assessment	<p>Conducts pre-accreditation assessment</p> <ul style="list-style-type: none"> • Focused Group Discussion • Key informant Interview • Review of documents based on the SWDA's compliance with standards indicators 		2 working days	Assigned Technical Staff

	<ul style="list-style-type: none"> • Ocular inspection • Technical Assistance along Accreditation requirements • Exit Conference <p>Request SWDA to accomplish Client Satisfaction Measurement Form</p>			
4. Awaits the approval of the confirmation report and memorandum for SB	<p>Final Assessment and Prepares the confirmation report</p> <ul style="list-style-type: none"> • If compliant, indicate the favorable findings • If non-compliant, indicate the indicators/ requirements for compliance of SWDA <p>Forwards to SS Support Staff</p> <p>Forwards to SS Head</p> <p>Reviews/approves confirmation report</p> <ul style="list-style-type: none"> • Endorse the final draft of confirmation report to the PPD chief for initial. • If with inputs/ comments/ corrections, return to technical staff. <p>Forwards to the PPD Support Staff for tracking to PPD Chief</p> <p>Forwards to PPD Chief for review/initial</p>		<p>3 working days</p> <p>1 hour</p> <p>1 working day and 4 hours</p> <p>1 hour</p>	<p>Assigned Technical Staff</p> <p>SS Support Staff</p> <p>SS Head</p> <p>PPD Support</p>

	<p>Reviews and affix initial on the confirmation report and memorandum for SB</p> <ul style="list-style-type: none"> • Endorse the final draft of confirmation report to the RD for approval • If with inputs/ comments/ corrections, return to technical staff. 		2 working days	Staff
	Forwards to the ORD Support Staff		1 hour	PPD Chief
	Review and provide notes for the RD;		4 hours and 30 minutes	PPD Support Staff
	Forward to the RD			Office of the Regional Director
	<p>Reviews/Approves confirmation report and transmittal memo to SB</p> <ul style="list-style-type: none"> • If no comments/ clarifications, approves the confirmation report • If with inputs/ comments/ corrections, return to technical staff. 		3 working days	Regional Director
	Forwards to SS Support Staff		1 hour	ORD Support Staff

5. Receives the Signed confirmation report	Email advance copy of confirmation/ assessment report to SWDA and SB Prepares receiving copy of signed Confirmation Report and memo for SB to be hand-carried to the Records Section		1 hour	Support Staff
TOTAL			20 WORKING DAYS	

8. LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) –OPERATING IN ONE REGION

This is to assess the qualifications and authorizing a registered Social Welfare and Development Agencies (SWDAs) to operate as a Social Work Agency (SWA) or as an Auxiliary SWDA.

Office or Division	Standards Section
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may avail	All registered private Social Welfare and Development Agencies (SWDAs) that are not yet in operation and those already engaged in the implementation of Social Welfare and Development (SWD) programs and services.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Intending to Operate	
Auxiliary SWDA:	
12. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section
13. a) A certification plan to hire the required Registered Social Worker (RSW) or staff complement; or <i>Annex 13</i> b) Profile of Employees and volunteers, which is applicable. <i>With Template</i>	DSWD FO2 Standards Section
14. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others; <i>Annex 4</i>	DSWD FO2 Standards Section/Applicant
15. Profile of Board of Trustees; <i>Annex 21</i>	DSWD FO2 Standards Section
16. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies; <i>Undertaking to Comply</i>	Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section
17. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years;	Applicant
18. Work and financial Plan for the two (2) succeeding years; <i>Annex 9</i>	DSWD FO2 Standards Section
19. For those operating in more than one (1) region: a) List of main and satellite/branch offices with contact details, if any;	DSWD FO2 Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office

<p><i>Annex 7</i></p> <p>b) Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and</p> <p>c) Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction:</p> <ul style="list-style-type: none"> • Validation report from the concerned DSWD Field Office • Certification from Cluster ABSNET • Certification from the LGUs <p>There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p>	
<p>20. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP;</p> <p>If none, certification from the head of agency that no IP beneficiaries</p>	<p>National Commission on Indigenous People</p>
<p>21. For applicant with past and current partnership with the DSWD that involved transfer of funds;</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies.</p> <p><i>With Template</i></p>	<p>DSWD FO2 Standards Section/Applicant</p>
<p>22. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021); and</p> <p><i>With Template</i></p>	<p>DSWD FO2 Standards Section</p>
<p>23. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00</p>	<p>DSWD FO2 Cash Section</p>
<p><i>Social Work Agency (SWA)</i></p>	
<p>1. Duly Accomplished Application Form;</p> <p><i>Annex 2</i></p>	<p>DSWD FO2 Standards Section</p>
<p>2. a) A certification plan to hire the required Registered Social Worker (RSW) or staff complement; or</p> <p><i>Annex 13</i></p> <p>b) Profile of Employees and volunteers, which is applicable.</p>	<p>DSWD FO2 Standards Section</p>

<i>With Template</i>	
3. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others; <i>Annex 4</i>	DSWD FO2 Standards Section/Applicant
4. Profile of Board of Trustees; <i>Annex 21</i>	DSWD FO2 Standards Section
5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies; <i>Undertaking to Comply</i>	Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section
6. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years;	Applicant
7. Work and financial Plan for the two (2) succeeding years; <i>Annex 9</i>	DSWD FO2 Standards Section
8. For those operating in more than one (1) region: a) List of main and satellite/branch offices with contact details, if any; <i>Annex 7</i> b) Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and c) Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction: <ul style="list-style-type: none"> • Validation report from the concerned DSWD Field Office • Certification from Cluster ABSNET • Certification from the LGUs <p>There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p>	DSWD FO2 Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office
9. For applicant SWA implementing Child Placement Services. Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service	DSWD FO2 Standards Section/Applicant
10. For Center Based (Residential Based and Non-Residential Based)	Issuing agency/office

Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings); b. Fire Safety Inspection Certificate; and c. Water Potability Certificate or Sanitary Permit. 	
11. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP; If none, certification from the head of agency that no IP beneficiaries	National Commission on Indigenous People
12. For applicant with past and current partnership with the DSWD that involved transfer of funds; Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies. <i>With Template</i>	DSWD FO2 Standards Section/Applicant
13. Situationer to establish the need for a residential facility serving a particular sector and the absence of related facility to cater them;	Applicant
14. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021); and <i>With Template</i>	DSWD FO2 Standards Section
15. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00	DSWD FO2 Cash Section
For Already Implementing	
Auxiliary SWDA:	
1. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section
2. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others; <i>Annex 4</i>	DSWD FO2 Standards Section/Applicant
3. Profile of Board of Trustees; <i>Annex 21</i>	DSWD FO2 Standards Section

<p>4. Profile of Employees and Volunteers</p> <p>At least one (1) full time staff who will manage its operation</p> <p><i>With Template</i></p>	DSWD FO2 Standards Section
<p>5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies;</p> <p><i>Undertaking to Comply</i></p>	Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section
<p>6. Certificate of No Derogatory Record information issued by SEC (except those in operation for less than six months upon filing of the application);</p> <p><i>Undertaking to Comply</i></p>	Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section
<p>7. ABSNET Membership;</p> <p>Certification from the Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWA</p> <p><i>Annex 23</i></p>	Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer
<p>8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003);</p> <p><i>AO 11 s2019 Annex A</i></p>	DSWD FO2 Standards Section
<p>9. Work and financial Plan for the two (2) succeeding years;</p> <p><i>Annex 9</i></p>	DSWD FO2 Standards Section
<p>10. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years;</p>	Applicant
<p>11. Annual Accomplishment Report of the previous year;</p> <p><i>Annex 6</i></p>	DSWD FO2 Standards Section

<p>12. Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and/or</p> <p>Financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php500,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice;</p> <p><i>Annex 8</i></p>	<p>DSWD FO2 Standards Section/Applicant</p>
<p>13. Profile of clients/community being served for the preceding and current year;</p> <p><i>Annex 20</i></p>	<p>DSWD FO2 Standards Section</p>
<p>14. For those operating in more than one (1) region:</p> <p>a) List of main and satellite/branch offices with contact details, if any;</p> <p><i>Annex 7</i></p> <p>b) Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and</p> <p>c) Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction:</p> <ul style="list-style-type: none"> • Validation report from the concerned DSWD Field Office • Certification from Cluster ABSNET • Certification from the LGUs <p>There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p>	<p>DSWD FO2 Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office</p>
<p>15. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP;</p> <p>If none, certification from the head of agency that no IP beneficiaries</p>	<p>National Commission on Indigenous People</p>
<p>16. For applicant with past and current partnership with the DSWD that involved transfer of funds;</p> <p>Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability</p>	<p>DSWD FO2 Standards Section/Applicant</p>

/obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies. <i>With Template</i>	
17. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021); and <i>With Template</i>	DSWD FO2 Standards Section
18. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00	DSWD FO2 Cash Section
Social Work Agency (SWA)	
1. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section
2. Manual of Operation containing the SWDAs' program and administrative policies, procedures and strategies to attain its purpose/s, among others; <i>Annex 4</i>	DSWD FO2 Standards Section/Applicant
3. Profile of Board of Trustees; <i>Annex 21</i>	DSWD FO2 Standards Section
4. Profile of Employees and Volunteers For Social Work Agency, to consider the following staff requirement: 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 caters to beneficiaries that requires social case management; 2. For Center Based (Residential Based), to observe the caseload requirement of client ratio of the social worker and houseparent; 3. For Center Based (Non-Residential Based), to observe at least one (1) full time social worker for drop in center, processing center and vocational rehabilitation center while for senior citizens center and the like, a part-time social worker is considered; and 4. For community based, implementing community development or community organizing, any of the following shall be hired in full/part time basis per region: a) Graduate of Bachelor Degree in Social Work or Community Development; or b) Other professionals who have at least three (3) year work of experiences in the field of social welfare and development.	DSWD FO2 Standards Section

<i>With Template</i>	
5. Certified True Copy of General Information Sheet (GIS) issued by SEC or any regulatory agencies;	Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section
<i>Undertaking to Comply</i>	
6. Certificate of No Derogatory Record information issued by SEC (except those in operation for less than six months upon filing of the application);	Securities and Exchange Commission (SEC)/ DSWD FO2 Standards Section
<i>Undertaking to Comply</i>	
7. ABSNET Membership; Certification from the Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWA	Regional ABSNET (RAB) President/Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer
<i>Annex 23</i>	
8. Declaration of Commitment from the applicant SWDA of no support to tobacco in compliance with provisions of Executive Order No. 26 of 2017 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places) and RA No. 9211 (Tobacco Regulation Act of 2003);	DSWD FO2 Standards Section
<i>AO 11 s2019 Annex A</i>	
9. Work and financial Plan for the two (2) succeeding years;	DSWD FO2 Standards Section
<i>Annex 9</i>	
10. Notarized Updated Certification from the Board of Trustees and/or the funding agency to financially support the organization to operate for at least two years;	Applicant
11. Annual Accomplishment Report of the previous year;	DSWD FO2 Standards Section
<i>Annex 6</i>	
12. Audited Financial Report of the previous year submitted to SEC and/or Bureau of Internal Revenue (BIR) shall be accepted; and/or Financial report based on the DSWD template shall also be submitted. For those SWDAs with a total revenue of less than Php500,000.00, an unaudited financial statement prepared by the Financial Officer and concurred by the Head of Agency, may suffice;	DSWD FO2 Standards Section/Applicant

<i>Annex 8</i>	
13. Profile of clients/community being served for the preceding and current year;	DSWD FO2 Standards Section
<i>Annex 20</i>	
14. For those operating in more than one (1) region:	DSWD FO2 Standards Section/Applicant/Area-based Standards Network/Local Social Welfare and Development Office
a) List of main and satellite/branch offices with contact details, if any; <i>Annex 7</i> b) Certified true copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g Memorandum of Agreement (MOA), Contract of Partnership, among others; and c) Any of the following attesting to the existence and status of operation of the organization in the area/s of jurisdiction: <ul style="list-style-type: none"> • Validation report from the concerned DSWD Field Office • Certification from Cluster ABSNET • Certification from the LGUs 	
There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.	
15. For applicant SWA implementing Child Placement Services.	Department of Social Welfare and Development/Applicant
Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service;	
16. For Center Based (Residential Based and Non-Residential Based)	Applicant
Copy of the valid safety certificates namely: <ul style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings); b. Fire Safety Inspection Certificate; and c. Water Potability Certificate or Sanitary Permit. 	
17. For applicant serving within the Ancestral Domains of Indigenous people (IP) – Photocopy of NGO Accreditation from the NCIP;	National Commission on Indigenous People
If none, certification from the head of agency that no IP beneficiaries	
18. For applicant with past and current	DSWD FO2 Standards Section/Applicant

partnership with the DSWD that involved transfer of funds; Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability /obligation. If none, certification from the head of agency that no funds/grants received from any of the government agencies. <i>With Template</i>				
19. Duly Accomplished Data Privacy Consent Form (In compliance with the Data Privacy Act of 2021); and <i>With Template</i>		DSWD FO2 Standards Section		
20. Copy of Official Receipt (OR) of processing fee on licensing amounting to P1,000.00		DSWD FO2 Cash Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Applications received through walk-in applicants.	<p>Note: Applications received after 3:00 PM shall be considered as a next day transaction.</p> <ol style="list-style-type: none"> 1. Logs its receipt into the document tracking system; 2. Reviews the completeness of the submitted application documents; 3. Provides the walk-in applicant with document reference number for easy tracking. 4. Prepares billing statement and pay the necessary fee to Cash Section or thru online payment; and 5. Attach the photocopy of the official receipt of processing fee. <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>	Php 1, 000	30 minutes	<p>Standards Section Support Staff</p> <p>Cash Section</p> <p>Standards Section Support Staff</p> <p>Standards Section Support Staff/Technical Staff</p>

	Provides the applicant the Client Satisfaction Measurement Form. Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau.			
	Logs its receipt into the document tracking system.	None	20 minutes	Standards Section Support Staff
	Routes to Standards Section Head	None	20 minutes	Standards Section Support Staff
Applications received through Mail/Courier.	Note: Applications received after 3:00 PM shall be considered as a next day transaction. Logs its receipt into the document tracking system.	None	1 hour	Standards Section Support Staff
	Routes to the concerned Section Head.	None	20 minutes	Standards Section Support Staff
	Monitors incoming applications and assigns to technical staff. Provides notes/instructions for action.	None	3 hours	Standards Section Head
	Conducts desk review of the received application as to completeness and compliance. 1. If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment: Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated. <ul style="list-style-type: none"> Under normal circumstances actual validation visit shall be conducted; and During the state of 	Php 1, 000	3 days	Assigned Technical Staff

	calamity/emergency, virtual assessment shall be conducted. 2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.			
	Provides inputs/comments/corrections. Endorses draft acknowledgement letter to the PPD Chief for initial.	None	2 days	Standards Section head
	If no comments/clarification, initial/endorse the final draft of acknowledgement letter to the Regional Director for approval. If with inputs/comments/corrections, return to the technical staff.	None	1 day	PPD Chief
	Updates it in the document tracking system.	None	20 minutes	Standards Section Support Staff
	Updates it in the document tracking system. Routes finalized acknowledgement letter to the Regional Director for approval.	None	20 minutes	ORD Support Staff
	If approved: Signed/approved acknowledgement letter. If with inputs/comments/corrections, return to the technical staff.	None	1 day	Regional
	Updates it in the document tracking system.	None	20 minutes	ORD Support Staff
	Updates it in the document tracking system. Emails advance copy of the signed acknowledgement letter.	None	30 minutes	Standards Section Support Staff

	Sends to SWDA the acknowledgement letter.	None	30 minutes	Standards Section Support Staff
SUBTOTAL:		Php 1, 000	8 working days	
	<p>Validation Assessment Proper</p> <p>Conduct of validation assessment, with the applicable mode:</p> <ul style="list-style-type: none"> • Under normal circumstances actual validation visit; and • During the state of calamity/emergency virtual assessment. <p>Activities to take place:</p> <ol style="list-style-type: none"> 1. Courtesy call to the head of the SWDA; 2. Focused Group Discussion; 3. Key Informant Interview; 4. Review of documents based on the SWDA's compliance with standard indicators; 5. Ocular inspection (thru virtual or actual); 6. Exit conference; 7. Highlights the result of the assessment; and 8. If initial findings are not favourable, agreed, Action plan shall be prepared. <p>Requests SWDA to accomplish Client Satisfaction Measurement Form.</p>	None	1 working day	Assigned Technical Staff
SUBTOTAL:		None	1 working day	
	For issuance	None	3.5 days	Assigned Technical Staff
	If favorable, prepares Confirmation Report with attachments.			
	Reviews and provides inputs and endorses the draft Confirmation Report to	None	2 days	Standards Section Head

	the PPD Chief for initial.			
	Updates it into the document tracking system. Forwards to Outgoing Support Staff.	None	1 hour	Standards Section Support Staff
	If approved: Endorses final draft Confirmation Report, draft Certificate of License to Operate to the Regional Director for approval. If with inputs/comments/corrections, return to technical staff.	None	2 days	PPD Chief
	Logs, tracks and forward to the Office of the Regional Director for approval.	None	30 minutes	Standards Section Support Staff
	Updates it into the document tracking system. Endorses the Confirmation Report to the Regional Director for approval.	None	30 minutes	ORD Support Staff
	If approved: Signed/approved Confirmation Report and Certificate of License to Operate. If with inputs/comments/corrections, return to technical staff.	None	3 days	Regional Director
	Tracks, logs and forwards the signed/approved Certificate of License to Operate to the Standards Section. Logs into the document tracking system.	None	30 minutes	ORD Support Staff
	Updates it in the document tracking system. Emails advance copy of the signed confirmation report along with the Certificate of License to Operate.	None	30 minutes	Standards Section Support Staff

	Endorses to the Record Section the signed Confirmation Report and Certificate of License to Operate.			
	Releases the Certificate of License to Operate to the SWDA. Logs and signs in the logbook for received certificate thru pick-up.	None	1 hour	ORD/ARDA/Standards Section
SUBTOTAL:		None	11 working days	
	If held in abeyance Prepares Confirmation Report summarizing the indicators for compliance of SWDA and period for compliance (maximum of six (6) months) as discussed with the SWDA with attached Action Plan.	None	3 days	Assigned Technical Staff
	Endorses draft Confirmation Report to the PPD Chief for initial.	None	3 days	Standards Section Head
	Updates it in the document tracking system. Forwards to Outgoing Support Staff.	None	35 minutes	Standards Section Support Staff
	If approved: Endorses final draft of Confirmation Report to Regional Director for approval. If with inputs/comments/corrections, return to technical staff.	None	2 days	PPD Chief
	Logs, tracks and forwards to the Office of the Regional Director for approval.	None	35 minutes	Standards Section Support Staff
	Updates it in the document tracking system. Endorses the Confirmation Report to the Regional Director for approval.	None	35 minutes	ORD Support Staff
	If approved:	None	2.5 days	Regional Director

	Signed/approved Confirmation Report. If _____ with inputs/comments/corrections, return to technical staff.			
	Tracks, logs and forwards the signed Confirmation Report to the Standards Section. Updates it in the document tracking system.	None	35 minutes	ORD Support Staff
	Updates it in the document tracking system. Emails advance copy of the signed confirmation report. Endorsed to the Record Section the signed confirmation Report	None	40 minutes	Standards Section Support Staff
	Prepares receiving copy of signed Confirmation Report to be hand carries to the Records Section.	None	1 hour	Standards Section Support Staff
SUBTOTAL:		None	11 working days	
GRAND TOTAL:			20 working days	

9. ISSUANCE OF CERTIFICATE OF AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO INDIVIDUAL, CORPORATION, ORGANIZATION AND ASSOCIATION: REGIONAL PERMIT

This is to promote transparency and accountability in the conduct of public solicitation by any person, groups, corporation, organization and association for charitable or public welfare purposes. Ensure compliance of any person, corporation, organization or association to regulatory documents including post reportorial requirements. This is done through the issuance of Regional Fund Raising Campaign Authority valid for a period of six (6) months.

Office or Division	Standards Section																		
Classification	Complex																		
Type of Transaction	G2C – Government to Citizens																		
Who may avail	Any person, group, corporation, organization, association or any other entity that donate funds in a solicitation or fundraising activity.																		
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2">For Individual Endorsed by the Local Government Unit (LGU)</td></tr> <tr> <td>24. Duly Accomplished Application Form; <i>Annex 2</i></td><td>DSWD FO2 Standards Section</td></tr> <tr> <td>25. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities; For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</td><td>Applicant</td></tr> <tr> <td>26. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section;</td><td>Attending physician or by the Hospital Records Section</td></tr> <tr> <td>27. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO);</td><td>Local Social Welfare and Development Office (LSWDO)</td></tr> <tr> <td>28. Signed Memorandum of Agreement (MOA) between the DSWD and the P/C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office;</td><td>Local Social Welfare and Development Office (LSWDO)/Department of Social Welfare and Development (DSWD)</td></tr> <tr> <td>29. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11);</td><td>Applicant</td></tr> <tr> <td>30. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-</td><td>Local Government Unit (LGU) (i.e. Barangay/Municipal/City)</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	For Individual Endorsed by the Local Government Unit (LGU)		24. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section	25. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities; For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.	Applicant	26. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section;	Attending physician or by the Hospital Records Section	27. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO);	Local Social Welfare and Development Office (LSWDO)	28. Signed Memorandum of Agreement (MOA) between the DSWD and the P/C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office;	Local Social Welfare and Development Office (LSWDO)/Department of Social Welfare and Development (DSWD)	29. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11);	Applicant	30. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-	Local Government Unit (LGU) (i.e. Barangay/Municipal/City)
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abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area;	
31. Fund Utilization Report of proceeds and expenditures; <i>Annex 12</i>	DSWD FO2 Standards Section
32. Official Receipt as proof of payment of processing fee.	DSWD FO2 Cash Section
For Individual Endorsed by the Social Work Agency (SWA)	
1. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section
2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used; <i>Annex 5</i>	DSWD FO2 Standards Section
3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities; For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	Applicant
4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility;	Licensed and Accredited Social Welfare and Development Agency (SWDA)
5. Medical Certificate/Abstract and/ or Treatment Protocol certified by the attending physician or by the Hospital Records Section;	Attending physician or by the Hospital Records Section
6. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO);	Local Social Welfare and Development Office (LSWDO)
7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11);	Applicant
8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities	Local Government Unit (LGU) (i.e. Barangay/Municipal/City)

against the government nor that risks peace and order of the people and communities of the area;	
9. Fund Utilization Report of proceeds and expenditures; <i>Annex 12</i>	DSWD FO2 Standards Section
10. Official Receipt as proof of payment of processing fee.	DSWD FO2 Cash Section
For SWDA with valid License and/or Accreditation	
1. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section
2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used; <i>Annex 5</i>	DSWD FO2 Standards Section
3. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities; For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child.	Applicant
4. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11);	Applicant
5. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area;	Local Government Unit (LGU) (i.e. Barangay/Municipal/City)
6. Fund Utilization Report of proceeds and expenditures; <i>Annex 12</i>	DSWD FO2 Standards Section
7. Official Receipt as proof of payment of processing fee.	DSWD FO2 Cash Section
For Non-Government Organization/Association	
1. Duly Accomplished Application Form; <i>Annex 2</i>	DSWD FO2 Standards Section

2. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant;	Securities and Exchange Commission (SEC)
3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency;	Securities and Exchange Commission (SEC)/ Other regulatory government agencies
4. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer; <i>Annex 6</i>	DSWD FO2 Standards Section/Applicant
5. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used; <i>Annex 5</i>	DSWD FO2 Standards Section
6. Endorsement or Certification from agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable.	Not limited to the following agencies: 1. Director of Private Schools; 2. Schools Superintendent of Public School; 3. Head or authorized representative of National Government Agencies (NGAs); 4. Head or authorized representative of Local Government Unit (LGU); 5. Bishop/Parish Priest/Minister or Head of Sect or Denomination; and 6. Others.
7. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11);	Applicant
8. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area;	Local Government Unit (LGU) (i.e. Barangay/Municipal/City)
9. Fund Utilization Report of proceeds and expenditures;	DSWD FO2 Standards Section

Annex 12				
10. Official Receipt as proof of payment of processing fee.		DSWD FO2 Cash Section		
For Government Agencies				
1. Duly Accomplished Application Form; Annex 2		DSWD FO2 Standards Section		
2. Project Proposal on the intended public solicitation approved by Head of the Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used; Annex 5		DSWD FO2 Standards Section		
3. Endorsement or Certification from agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable.		Not limited to the following agencies: 1. Director of Private Schools; 2. Schools Superintendent of Public School; 3. Head or authorized representative of National Government Agencies (NGAs); 4. Head or authorized representative of Local Government Unit (LGU); 5. Bishop/Parish Priest/Minister or Head of Sect or Denomination; and 6. Others.		
4. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for individuals (Annex 11);		Applicant		
11. Certification from the Local Government Unit (LGU) (i.e. Barangay/Municipal/City) where the person, corporation, organization or association is located or takes office is a law-abiding entity and not in any manner engaged, involved or support activities against the government nor that risks peace and order of the people and communities of the area;		Local Government Unit (LGU) (i.e. Barangay/Municipal/City)		
12. Fund Utilization Report of proceeds and expenditures; Annex 12		DSWD FO2 Standards Section		
13. Official Receipt as proof of payment of processing fee.		DSWD FO2 Cash Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Applications received through walk-in applicants.	Note: Applications received after 3:00 PM shall be considered as a next day transaction.			

	<p>6. Reviews the completeness and correctness of the submitted application documents based on the checklist;</p> <p>If complete, forward for tracking to Support Staff.</p> <p>If complete, the Standard Section of the concerned DSWD FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Proves applicant with checklist of requirements.</p>		1 hour	Standards Section Technical Staff
	<p>7. Logs its receipt into the document tracking system;</p> <p>8. Provides the walk-in applicant with document reference number for easy tracking;</p> <p>9. Accepts application and prepares billing statement and pay the necessary fee to Cash Section; and</p> <p>10. Attach the photocopy of the official receipt of processing fee.</p>	Php 500	1 hour	Standards Section Support Staff
	<p>Logs its receipt into the document tracking system.</p> <p>Routes to concerned Section Head.</p>	None	30 minutes	Cash Section
				Standards Section Staff
Applications received through	Note: Applications received after 3:00 PM	None	30 minutes	Standards Section Support Staff

Mail/Courrier	<p>shall be considered as a next day transaction.</p> <ol style="list-style-type: none"> 1. Logs its receipt into the document tracking system; 2. Reviews the completeness of the submitted application documents; 3. Provides with document reference number for easy tracking; 4. Routes to the Standards Section Head. 			
	<p>Receives incoming applications and assigns to the concerned technical staff.</p> <p>Provides notes/instructions for action of the concerned technical staff.</p>	None	30 minutes	Section Head
	<p>Reviews and assesses the submitted documents as to completeness and compliance.</p> <ol style="list-style-type: none"> 1. If complete and compliant, <ol style="list-style-type: none"> 1.1 Accepts application document for processing; 1.2 Notify applicant to pay the necessary processing fee to Cash Section; and 1.3 Attach the photocopy of the official receipt of processing fee. 	Php 500	4 hours	<p>Assigned Technical Staff</p> <p>Cash Section</p>

	<p>2. If incomplete or non-compliant, prepares an acknowledgement letter indicating the checklist of documents for compliance to be secured or accomplished.</p> <ul style="list-style-type: none"> Provides technical assistance along fund raising campaign requirements per MC 05 s. 2021 shall be provided to organizations enabling them to comply with the set standards. <p>Provides the applicant the Client Satisfaction Measurement Form.</p> <p>Ensures that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Regional Office Standards Section.</p>			
	<p>Provides inputs/comments/corrections.</p> <p>Endorses draft acknowledgement letter to the Division Chief for initial.</p>	None	4 hours	Section Head
	<p>Logs its receipt into the document tracking system.</p> <p>Routes document to the PPD Division Chief.</p>	None	30 minutes	Standards Section Support Staff

	<p>Logs its receipt into the document tracking system.</p> <p>Routes document to the Policy and Plans Division Chief for approval.</p>	None	30 minutes	PPD Support Staff
	<p>If no comments/clarification, affixes initial and endorses the final draft of acknowledgement letter to the Regional Director for approval.</p> <p>If with inputs/comments/corrections, return to the technical staff.</p>	None	4 hours	Division Chief PPD
	<p>Logs its receipt into the document tracking system.</p> <p>Routes to the Office of the Regional Director.</p>	None	30 minutes	PPD Support Staff
	<p>Logs its receipt into the document tracking system.</p> <p>Endorses the draft acknowledgement letter to the Regional Director for approval.</p>	None	30 minutes	Office of the Regional Director Support Staff
	<p>If found in order, affixes his/her signature in the acknowledgement letter.</p> <p>If with inputs/comments/corrections, return to technical staff.</p>	None	1 day	Regional Director
	<p>Logs its receipt into the document tracking system.</p> <p>Routes documents to Standards Section.</p>	None	30 minutes	Office of the Regional Director Support Staff

	<p>Logs its receipt into the document tracking system.</p> <p>Emails advance copy of the signed acknowledgement letter.</p> <p>Sends to applicant the acknowledgement letter indicating the reason for return, lacking requirements and documents need to be submitted per set timeline.</p> <p>Transmits original to Records Section</p>	None	30 minutes	Standards Section Support Staff
SUBTOTAL:		Php 500	3 working days	
	<p>Issuance of Regional Fund Raising Campaign (FRC) Authority/Permit (Complete and Compliant)</p> <p>Reviews and assesses the submitted documents the necessity of conducting a validation visit.</p> <p>Technical staff may opt to conduct an area/validation visit, if deemed necessary.</p> <p>During normal situation, technical staff conducts area visit to obtain in-depth information concerning administrative and operational aspects of the program. However in order to mitigate the transmission of COVID-</p>	None	2 working days	Assigned Technical Staff

	<p>19, eligibility check and collateral interview will be done through text messages, telephone calls or electronic means (e-mails).</p> <p>Prepares permit/certification documents.</p>			
	<p>Reviews, clarifies and endorses draft pre-assessment report, endorsement memo and draft Regional FRC Authority/Permit, draft Conforme Letter to applicant for approval of Division Chief.</p> <p>If found in order affixes his/her signatures in the accomplished assessment tool and affixes initial in the endorsement memo for the Regional Director.</p>	None	4 hours	Standards Section Head
	<p>Logs its receipt into the document tracking system.</p> <p>Routes document for review of the Division Chief.</p> <p>Prints the Regional FRC Authority Certificate in SECPA.</p>	None	30 minutes	Standards Section Support Staff
	<p>Logs its receipt into the document tracking system.</p> <p>Routes the draft Regional FRC Authority/Permit, pre-assessment tool and draft endorsement</p>	None	30 minutes	PPD Support Staff

	<p>memo, draft Conforme Letter to applicant for review of Division Chief.</p> <p>If found in order affixes his/her initial.</p>			
	<p>Reviews and endorses final draft Regional FRC Authority/Permit, pre-assessment tool, and Endorsement Memo to Regional Director and Conforme Letter to the applicant for approval of the Regional Director.</p> <p>If with inputs/comments/corrections, return to the technical staff.</p>	None	1 day	Division Chief
	<p>Logs its receipt into the document tracking system.</p> <p>Routes the Regional FRC Authority/Permit, pre-assessment tool with draft endorsement memo to the Office of the Regional Director for his/her review and approval.</p>	None	30 minutes	PPD Support Staff
	<p>Logs its receipt into the document tracking system.</p> <p>Routes Regional FRC Authority/Permit, endorsement memo, accomplished assessment tool and draft Conforme Letter for approval of the Regional Director.</p>	None	30 minutes	Office of the Regional Director Support Staff
	Reviews, approved and signs Regional FRC Authority/Permit,	None	2 days	Regional Director

	<p>Conforme Letter to applicant.</p> <p>If with inputs/comments/corrections, return to the technical staff.</p>			
	<p>Logs its receipt into the document tracking system.</p> <p>Routes the signed Regional FRC Authority/Permit, pre-assessment and other attachments.</p> <p>Emails advance copy of the signed Conforme Letter, Regional Authority/Permit transmittal memo and pre-assessment report and application documents.</p> <p>Handcarries the signed Regional FRC Authority/Permit and conforme letter to applicant to Regional Office Records Section.</p>	None	1 hour	Standards Section Support Staff
	<p>Logs its receipt into the document tracking system.</p> <p>Sends the signed Regional FRC Authority/Permit either thru pick-up or send thru courier.</p>	None	30 minutes	Regional Offices Records Section
GRAND TOTAL:			7 working days	

10. ISSUANCE OF CERTIFICATE OF AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO INDIVIDUAL, CORPORATION, ORGANIZATION AND ASSOCIATION: REGIONAL TEMPORARY PERMIT DURING STATE OF EMERGENCY/CALAMITY

This is to promote transparency and accountability in the conduct of public solicitation during state of calamity by any person, groups, corporation, organization and association for charitable or public welfare purposes. Ensure compliance of any person, corporation, organization or association to regulatory documents including post reportorial requirements. This is done through the issuance of Regional Temporary Solicitation Permit valid for three (3) months.

Office or Division	Standards Section		
Classification	Simple		
Type of Transaction	G2C – Government to Citizens		
Who may avail	Any person, corporation, organization or association desiring or intending to conduct solicitation activities for public welfare and charitable purposes.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Individual			
33. Duly Accomplished Application Form; <i>Annex 2</i>		DSWD FO2 Standards Section	
34. Project Proposal on the intended public solicitation approved by Head of the Agency; <i>Annex 5</i>		DSWD FO2 Standards Section	
35. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit; <i>Annex 8 Undertaking for Individuals</i>		DSWD FO2 Standards Section	
36. Two (2) valid Government Issued Identification Cards;		Applicant	
37. Certification from the concerned Barangay Office that the person has the capability to conduct/manage fund raising activity; and <i>Annex 13</i>		DSWD FO2 Standards Section/Barangay Office	
38. Endorsement from the group, the person is representing with.		Applicant	
For Corporation, Organization, Association or Organized Groups			
3. Duly Accomplished Application Form; <i>Annex 2</i>		DSWD FO2 Standards Section	
4. Project Proposal with the list of officers and staff or employees/association or group members, officially designated to conduct solicitation or fund raising activities; <i>Annex 5</i>		DSWD FO2 Standards Section	
4. Undertaking to comply with the remaining requirements within the validity period of the issued Temporary Permit;		Applicant	

<i>Annex 9 Undertaking-Corporate</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Applications received through walk-in applicants.	<p>Note: Applications received after 3:00 PM shall be considered as a next day transaction.</p> <p>Per advisory of the Secretary dated 23 June 2020, applications assessed on the requirements stated in the issued advisory shall not be returned and shall be processed accordingly to prevent loss of precious time.</p> <p>11. Reviews the completeness and correctness of the submitted application documents based on the checklist;</p> <p>If incomplete, provides technical assistance and checklist of requirements and inform applicant that application shall only be processed upon completion of requirements.</p> <p>Whether complete/incomplete, application will be forwarded to Support Staff for tracking.</p>	None	20 minutes	SS Technical Staff
	<p>12. Logs its receipt into the document tracking system;</p> <p>13. Provides the walk-in applicant with document reference</p>		10 minutes	SS Support Staff

	<p>number for easy tracking; and</p> <p>14. Routes application document to Standards Section Head.</p> <p>Note: Processing fee is currently waived, per Advisory from the Secretary dated 08 May 2022.</p>			
Applications received through Mail/Courier	<p>Note: Applications received after 3:00 PM shall be considered as a next day transaction.</p> <p>Per advisory of the Secretary dated 23 June 2020, applications assessed on the requirements stated in the issued advisory shall not be returned and shall be processed accordingly to prevent loss of precious time.</p> <p>5. Logs its receipt into the document tracking system;</p> <p>6. Provides document reference number for easy tracking;</p> <p>7. Reviews the completeness of the submitted application documents; and</p> <p>8. Routes to the Standards Section Head.</p> <p>Note: Processing fee is currently waived, per Advisory from the Secretary dated 08 May 2022.</p>	None	10 minutes	Standards Section Support Staff

	Monitors incoming applications and assigns to technical staff. Provides notes/instructions for action.	None	20 minutes	Section Head
	Conducts desk review of the received application as to completeness and compliance. 1. If complete and compliant, facilitate the preparation of the Permit/Certificate of Authority to Conduct Fund Raising Campaign following the assessment process. Accomplished Regional Fund Raising Campaign (RFC) assessment tool and conforme letter to applicant. 2. If incomplete/non-compliant, prepare acknowledgement letter and provides technical assistance accompanied by a checklist of requirement.	None	2 hours	Assigned Technical Staff
	Provides inputs/comments/corrections. Endorses draft acknowledgement letter to the Division Chief for initial.	None	50 minutes	Standards Section Head
	Logs its receipt into the document tracking system.	None	5 minutes	Section Support Staff

	Routes document to Section Head.			
	Logs its receipt into the document tracking system. Routes document to Policy and Plans Division Chief.	None	5 minutes	PPD Support Staff
	Reviews acknowledgement letter. If no comments/clarification, initial/endorse the final draft of the acknowledgement letter to the Field Office Director for approval. If with inputs/comments/corrections, return to the technical staff.	None	1.5 hours	PPD Chief
	Logs its receipt into the document tracking system.	None	10 minutes	PPD Support Staff
	Logs its receipt into the document tracking system. Routes finalized acknowledgement letter to the Office of the Regional Director for approval.	None	10 minutes	Office of the Regional Director Support Staff
	If approved: Signed/approved acknowledgement letter. If with inputs/comments/corrections, return to SS/technical staff.	None	2 hours	Regional Director
	Logs its receipt into the document tracking system.	None	10 minutes	Office of the Regional Director Support Staff

	<p>Logs its receipt into the document tracking system.</p> <p>Emails advance copy of the signed acknowledgement letter.</p> <p>Transmits to Records Section for delivery to applicant.</p>	None	10 minutes	Section Support Staff
SUBTOTAL:		None	1 day and 8 hours	
	<p>Assessment Proper</p> <p>Reviews and assesses the submitted documents.</p> <p>If complete and compliant, facilitates the preparation of the Permit/Certificate of Authority to Conduct Fund Raising Campaign, Accomplished RFC assessment tool, draft regional RFC Authority/Permit, and draft Conforme Letter to the applicant.</p>	None	4 hours	Assigned Technical Staff
	<p>Receives and reviews application documents, provides inputs/comments/edit and enhanced communications made by Technical Staff.</p> <p>If found in order, affixes initial and endorses to the Division for approval.</p>	None	2 hours	Section Head
	<p>Logs its receipt into the document tracking system.</p> <p>Routes the document to the Policy and Plans</p>	None	10 minutes	Section Support Staff

	Division Chief.			
	<p>Logs its receipt into the document tracking system.</p> <p>Routes the documents for review of the Division Chief.</p>	None	10 minutes	Policy and Program Division Support
	<p>If no comments/clarification, endorses final draft of acknowledgement letter to the Regional Director for approval.</p> <p>If with inputs/comments/corrections, return to the technical staff, then to the Section Head for concurrence and return to Division Chief.</p>	None	3 hours	PPD Chief
	<p>Logs its receipt into the document tracking system.</p> <p>Routes draft RFC Authority together with other documentary requirements.</p>	None	10 minutes	Policy and Program Division Support
	<p>Logs its receipt into the document tracking system.</p> <p>Routes RFC Authority/Permit together with supporting documents for review and approval of the Regional Director.</p>	None	10 minutes	Office of the Regional Director Support Staff
	<p>Reviews the application documents.</p> <p>If found in order, approves and signs the RFC Authority/Permit.</p>	None	1 day	Regional Director

	<p>Signs and approves the Conformed Letter to applicant.</p> <p>If with inputs/comments/corrections, return to the technical staff.</p>			
	<p>Logs its receipt into the document tracking system.</p> <p>Routes the signed RFC Authority/Permit to the Standards Section.</p>	None	10 minutes	Office of the Regional Director Support Staff
	<p>Logs its receipt into the document tracking system.</p> <p>Emails advance copy of the signed Conformed Letter, signed RFC Authority and Client Satisfaction Measurement Form to applicant.</p> <p>Transmits to Records Section for delivery to applicant.</p>	None	30 minutes	Standards Section Support Staff
GRAND TOTAL:			2 working days	

11. ACCREDITATION OF SOCIAL WORKERS MANAGING COURT CASES

This is to promote professional practice of social workers in managing court-related cases thereby ensuring delivery of quality service. Through accreditation, recognition is given to the social worker's competence as an expert witness in court litigation and to exercise professional handling of cases in the court setting.

Office or Division	Standards Section
Classification	Complex
Type of Transaction	G2C – Government to Citizens
Who may avail	Social Workers Managing Court Cases –Supervising Social Workers and Direct Social Workers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Supervising Social Workers	
New applicant:	
39. Duly Accomplished Application Form; <i>Annex A. SWMCC Form_Application</i>	DSWD FO2 Standards Section
40. Valid Professional Regulations Commission Registration ID Card;	Professional Regulations Commission/Applicant
41. Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; In case of lost certificate, a certified true copy from the training provider may be presented	Applicant
42. Summary of documentation of 4 cases managed; and <i>Annex B_ SWMCC Form</i>	DSWD FO2 Standards Section
43. Technical supervisory notes of 2 supervisees as proof of providing technical assistance.	Applicant
Renewal:	
1. Duly Accomplished Application Form; <i>Annex A. SWMCC Form_Application</i>	DSWD FO2 Standards Section
2. Certificate of attendance to relevant trainings attended or refresher source of at least 24 hours given by DSWD or its recognized training institutions;	Applicant
3. Summary of documentation of cases managed for the last six months; and <i>Annex B_ SWMCC Form</i>	DSWD FO2 Standards Section
4. Technical supervisory notes of 2 supervisees as proof of providing technical assistance.	Applicant
For Direct Social Workers	
New applicant:	
1. Duly Accomplished Application Form; <i>Annex A. SWMCC Form_Application</i>	DSWD FO2 Standards Section
2. Valid Professional Regulations Commission	Professional Regulations Commission/Applicant

Registration ID Card;				
3. Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions; In case of lost certificate, a certified true copy from the training provider may be presented		Applicant		
4. Summary of documentation of 4 cases managed; and <i>Annex B_ SWMCC Form</i>		DSWD FO2 Standards Section		
5. A letter of recommendation attesting to the competence of the social worker. The following documents on cases handled must be made available during the on-site assessment: 1. Case study reports; 2. Progress/running notes; 3. Case summaries; and 4. Case conference proceedings/notes.		To be secured from any of the following: 1. Supervisor of the applicant; 2. Philippine Association of Social Workers, Inc. (PASWI); and 3. If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI).		
Renewal:				
1. Duly Accomplished Application Form; <i>Annex A. SWMCC Form_Application</i>		DSWD FO2 Standards Section		
2. Certificate of attendance to relevant trainings attended or refresher source of at least 24 hours given by DSWD or its recognized training institutions		Applicant		
3. Summary of documentation of cases managed for the last six months <i>Annex B_ SWMCC Form</i>		DSWD FO2 Standards Section		
4. Recommendation from the Supervisor attesting to the competence of the social worker in managing court cases The following documents on cases handled must be made available during the on-site assessment visit: 1. Case study reports; 2. Progress notes; and 3. Other relevant documentations pertaining to the cases.		Applicant's Supervisor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
Applications	Note: Applications	None		

received through walk-in applicants.	received after 3:00 PM shall be considered as a next day transaction.		30 minutes	Standards Section Support Staff
	<ol style="list-style-type: none"> 1. Logs its receipt into the document tracking system; 2. Reviews the completeness and correctness of the submitted application documents; and 3. Provides the walk-in applicant with Document Reference Number for easy tracking. <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p>		20 minutes	Section Support Staff/Technical Staff
	Logs its receipt into the document tracking system.	None	20 minutes	Standards Section Support Staff
	Routes to Standards Section Head.	None	20 minutes	Standards Section Support Staff
Applications received through Mail/Courier	<p>Note: Applications received after 3:00 PM shall be considered as a next day transaction.</p> <p>Logs its receipt into the document tracking system.</p>	None	1 hour	Standards Section Support Staff
	Routes to Standards Section Head.	None	20 minutes	Standards Section Support Staff
	<p>Monitors incoming applications and assigns to technical staff.</p> <p>Provides notes/instructions for action.</p>	None	3 hours	Standards Section Head

	<p>Conducts desk review of the received application as to completeness and compliance.</p> <p>1. If complete and compliant, prepares pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.</p> <p>2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.</p>	None	2.5 days	Assigned Technical Staff
	<p>Provides inputs/comments/corrections.</p> <p>Endorses draft pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the PPD Chief for initial.</p>	None	1.5 day	Standards Section Head
	<p>If approves endorse the final draft pre-assessment report and/or endorsement report to the Regional Director for approval.</p> <p>If with inputs/comments/corrections, return to the technical staff.</p>	None	1 day	PPD Chief
	Updates it in the	None	20 minutes	Standards Section Support

	document tracking system.			Staff
	Updates it in the document tracking system. Routes finalized pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement letter to the Regional Director for approval.	None	20 minutes	ORD Support Staff
	If approved: Signed/approved pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement letter to the applicant. If with inputs/comments/corrections, return to technical staff.	None	1 day	Regional Director
	Updates it in the document tracking system.	None	20 minutes	ORD Support Staff
	Updates it in the document tracking system. Emails advance copy of the signed pre-assessment report and/or endorsement letter to Standards Bureau and acknowledgement letter to the applicant.	None	30 minutes	Standards Section Support Staff
	Sends the pre-assessment report and/or endorsement letter to the Standards	None	30 minutes	Standards Section Support Staff

	Bureau and applicant Social Worker the acknowledgement letter.			
TOTAL:			7 working days	

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 Client Satisfaction Measurement 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 (CSMF) available at the Policy and Plans Division or at 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, all CSMF are consolidated by the designated CSM Report 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 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>

	<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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HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

Frontline Services

1. ISSUANCE OF SERVICE RECORD TO SEPARATED OFFICIALS AND EMPLOYEES

The Service Record (SR) is being issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities. As requested, the SR provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office 02 Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS)		
FO2 Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if needed.	none	6 Days, 2 hours (depending on the period of retrieving the files)	Personnel Administration Section (PAS) Focal Person
	2.2. Encode/check details of SR, print the issuance and attach the necessary	none	30 minutes	Personnel Administration Section (PAS) Focal Person

	documents			
	2.3. Review and Sign/initial the SR	none	4 hours (depending on the availability of signatories)	Section Head, Personnel Administration Section (PAS) OIC Chief, Human Resource Management and Development Division
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	5 minutes	Personnel Administration Section (PAS) Focal Person
4.1. If the SR is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	none	20 minutes	
	4.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk Personnel Administration

				Section (PAS)
	4.1.4. Forward the document to the RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS) Incoming / Outgoing Clerk RAMS
4.2. If the SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
TOTAL		none	7 Days	May be extended depending on the volume of transactions handled

2. ISSUANCE OF COMPLETED OFFICE CLEARANCE CERTIFICATE FOR MONEY, PROPERTY, AND LEGAL ACCOUNTABILITIES TO SEPARATED OFFICIALS AND EMPLOYEES

The Clearance Certificate is being provided to Officials and employees who were separated from the Department which certifies that the former Official/employee no longer has money, property and legal accountabilities. The provision of the Clearance Certificate may be requested by separated Officials and employees if the Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office 02 Officials and Employees who already has a duly-accomplished Field Office 02 Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal or e-mail request		Personnel Administration Section (PAS)		
Letter of Separation and its Acceptance		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well for courier purpose) and submit to PAS, together with complete supporting documents	1. Receive the documents submitted	none	5 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 to retrieve the FO2 Clearance Certificate on file.	none	6 days, 6 hours (may take longer hours depending on the period of retrieving the files)	Personnel Administration Section (PAS) Focal Person
	2.2. If there is			

	an extra original copy of the FO2 Clearance Certificate on file, remove it from the FILE 201 / PER 16. If there is only one (1) original copy of the FO2 Clearance Certificate on file, have it photocopied then put a "Certified True Copy" stamp on it.	none	10 minutes	Personnel Administration Section (PAS) Focal Person
	2.3. Sign the photocopied FO2 Clearance Certificate as to the "Certified True Copy"	none	30 minutes	Section Head Personnel Administration Section (PAS) Or OIC/Chief Human Resource Management and Development Division
3. Inform PAS of preferred method of receiving the original/CTC copy of the FO2 Clearance Certificate	3. Inform the client that the original/CTC copy of his/her FO2 Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	none	5 minutes	Personnel Administration Section (PAS) Focal Person
4. If the original/CTC copy of the FO2 Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	4.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one original/CTC copy of the FO2 Clearance Certificate and	none	20 minutes	Personnel Administration Section (PAS) Focal Person

	one Customer Feedback Form for accomplishment			
	4.2. Review and Sign/initial the transmittal letter	none	30 minutes	Section Head Personnel Administration Section (PAS) OIC/Chief Human Resource Management and Development Division
	4.3. Encode tracking details in the e-DTMS	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
	4.4. Forward the document to the RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS) Incoming / Outgoing Clerk RAMS
TOTAL		none	7 days	May be extended depending on the volume of transactions handled

3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO SEPARATED OFFICIALS, EMPLOYEES AND CONTRACT OF SERVICE WORKERS

The COE is issued to separated Officials and employees who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

Office or Division:		Personnel Administration Section (PAS)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Transacting Public		
Who may avail:		Separated Field Office 02 Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS)		
FO2 Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well for courier purposes, if needed) and submit to PAS, together with complete supporting documents.	1. Receive the complete documents submitted	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and check the FILE 201 / PER 16 if needed.	none	6 days, 4 hours (may take longer hours depending on the period of retrieving files, if needed)	Personnel Administration Section (PAS) Focal Person
	2.2. Encode/ check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the COE	none	2 hours	Section Head OIC/Chief Human Resource Management and Development Division

3. Inform PAS of preferred method of receiving the duly signed COE	3. Inform the client that the COE is ready and ask if for pick up or for courier service (either through chat, e-mail, or phone call)	none	5 minutes	Personnel Administration Section (PAS) Focal Person
1.1. If COE is to be sent via courier service, wait until the parcel is sent to given address.	1.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed COE and one Customer Feedback Form for accomplishment.	none	20 minutes	
	1.1.2. Review and Sign/Initial the transmittal letter	none	20 minutes	
	1.1.3. Encode tracking details in the e-DTMS	none	15 minutes	
	1.1.4. Forward the document to the RAMS for courier service	none	10 minutes	
1.2. If COE is for pick-up, proceed to PAS and get the requested document.	1.2.1. Provide one originally signed COE to the client and have it properly received by him/her. Ask the client to	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)

	accomplish Customer Feedback Form			
TOTAL		None	7 days	May be extended depending on the volume of transactions handled

4. ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY (LWOP)/NO LWOP TO SEPARATED OFFICIALS AND EMPLOYEES

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

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office 02 Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS)		
FO2 Clearance Certificate		Client or if none, FILE 201 / PER 16		
Special Power of Attorney (If authorized representative)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (Write contact details as well for courier purposes, if needed) and submit to PAS together with complete supporting documents.	1. Receive the complete documents submitted	none	5 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days (may take longer hours depending on the period of retrieving files, if needed, and on the length of service of the separated Official/employee)	Personnel Administration Section (PAS) Focal Person
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours (may take longer hours depending on the volume of transactions)	

			being reviewed and on the length of service of the separated Official/ employee)	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	2 hours and 30 minutes	Personnel Administration Section (PAS) Focal Person
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head Personnel Administration Section (PAS) OIC/Chief Human Resource Management and Development Division
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	3. Inform the client that the Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section (PAS) Focal Person
4.1. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address.	4.1.1. Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed Certificate and one Customer Feedback Form for accomplishment.	none	20 minutes	Personnel Administration Section (PAS) Focal Person
	4.1.2. Review and Sign/Initial the	none	20 minutes	Section Head Personnel

	transmittal letter			Administration Section (PAS) OIC/Chief Human Resource Management and Development Division
	4.1.3. Encode tracking details in the e-DTMS	none	15 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
	4.1.4. Forward the document to the RAMS for courier service	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS) Incoming / Outgoing Clerk RAMS
4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document.	4.2.1. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming / Outgoing Clerk Personnel Administration Section (PAS)
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

Non - Frontline Services

1. ISSUANCE OF SERVICE RECORD TO CURRENT OFFICIALS AND EMPLOYEES

The Service Record (SR) is issued to current Officials and employees and, as requested, which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office 02 Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form (write contact details as well, if needed) and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the Personnel Officer assigned	2.1. Review the Service Card data, if updated Per16 / FILE 201 if needed.	none	6 Days, 4 hours (depending on the period of retrieving the files)	Personnel Officer CO & FO Personnel Transaction Section
	2.2. Encode/ check details of SR, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the SR	none	3 hours (depending on the availability of signatories)	Section Head Personnel Administration Section (PAS) OIC/Chief Human Resource Management and Development Division

	2.4. Inform the client that SR is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section (PAS)
3. Get the SR issued	3. Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
TOTAL		None	7 Days	May be extended depending on the volume of transactions handled

2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE) TO CURRENT OFFICIALS, EMPLOYEES AND CONTRACT OF SERVICE WORKERS

The COE is issued to current Officials, employees, and COS Workers which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office 02 Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS).		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and check the FILE 201 if needed.	none	2 days, 5 hours (may take longer hours depending on the period of retrieving files, if needed)	Personnel Administration Section (PAS) Focal Person
	2.2. Encode/check details to COE, print the issuance and attach the necessary documents	none	30 minutes	
	2.3. Review and Sign/initial the COE	none	2 hours	Section Head Personnel Administration Section (PAS) OIC/Chief Human Resource Management and Development Division
	2.4. Inform the client that COE is ready through the HRMIS (or either through chat, e-mail, or phone	none	10 minutes	Personnel Administration Section (PAS) Focal Person

	call)			
3. Get the COE issued	3. Provide one originally signed COE to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
TOTAL		none	3 days	May be extended depending on the volume of transactions handled

3. ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY (LWOP)/NO LWOP TO CURRENT OFFICIALS AND EMPLOYEES

The Certificate of Leave without Pay (LWOP)/No LWOP is issued to current Officials and employees which certifies that they have/do not have Leave without Pay (LWOP) for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office 02 Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS.	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Administration Section (PAS)
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode details to the Certificate, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the Certificate	none	2 days	Section Head Personnel Administration

				Section (PAS) OIC/Chief Human Resource Management and Development Division
	2.5. Inform the client that the Certificate is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section (PAS)
3. Get the CLC issued	3. Provide one originally signed Certificate to the client and have it properly received. Ask the client to accomplish Customer Feedback ForM	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
TOTAL		None	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

4. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS (CLC) TO CURRENT OFFICIALS AND EMPLOYEES

The CLC is issued to current Officials and employees which certifies their unutilized leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office 02 Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMDS-PAS Request Form or formal letter or e-mail request		Personnel Administration Section (PAS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDS-PAS Request Form and submit to PAS	1. Receive the complete documents submitted	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
2. Wait for advice of the Personnel Officer assigned	2.1. Review the documents submitted and encode the details of the Leave Ledger in the ELARS ³ .	none	3 days (may take longer hours depending on the period of retrieving files, if needed)	Personnel Administration Section (PAS)
	2.2. Review the ELARS vis-à-vis the Leave Ledger	none	1 day and 4 hours	
	2.3. Reprinting of the corrected ELARS, if errors are found. Encode the needed details to the CLC, print the issuance and attach the necessary documents	none	3 hours and 30 minutes	
	2.4. Review and Sign/initial the ELARS and the CLC	none	2 days	Section Head Personnel Administration Section (PAS) OIC/Chief Human

³ Electronic Leave Administration Recording System

				Resource Management and Development Division
	2.5. Inform the client that CLC is ready (either through chat, e-mail or phone call)	none	10 minutes	Personnel Administration Section (PAS)
3. Get the CLC issued	3. Provide one originally signed CLC to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	none	10 minutes	Incoming/Outgoing Clerk Personnel Administration Section (PAS)
TOTAL		none	7 days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded in the Leave Ledger

5. CERTIFICATION OF PERFORMANCE RATINGS

This service covers the facilitation of the issuance of Certification of Performance Ratings of Officials and employees for the performance period being requested by the requesting party.

Office or Division:	Human Resource Planning and Performance Management Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office 02 Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Letter or email request for certification of performance rating		Human Resource Management and Development Division (HRMDD) Receiving Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal request letter for performance rating or email request for performance rating to the incoming clerk. Or request for certification thru the DSPMS online portal	1. Receive the formal request or acknowledge email request and forward to concerned PMS staff for action	N/A	10 minutes	Human Resource Performance Management Section (HRPPMS) Staff
2. Wait for advice from the PMS	3. Review the submitted request and check if the ratings for the requested rating period is available in the PMS Database	N/A	12 hours	HRPPMS Staff
	4. If rating is available, the PMS staff shall prepare the Certification of performance Rating for approval 4.1. If the rating is not available, the PMS shall prepare the certification of no rating for approval	N/A	7 hours	HRPPMS Staff Authorized Certifying Authority

3. Receive the documents and fill-up the customer feedback form	5. Once the certificates are signed, the document shall be forwarded to the PMS outgoing staff for transmittal to the requesting OBS/individual	N/A	50 minutes	HRPPMS Staff
4. Submit the filled-up customer feedback form to the PMS Staff	6. Once the document has been received by the requesting OBS/ individual, the PMS staff shall file the receiving copy and record the transaction in the monitoring tool	N/A		HRPPMS Staff
TOTAL		none	2 ½ days	May be extended depending on the volume of transactions handled and the length of service of the current Official / employee as recorded.

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 Client Satisfaction Measurement 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 (CSMF) available at the Human Resource Management and Development Division or 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:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p>
How complaints are processed	<p>Every end of the month, all CSMF are consolidated by the designated CSM Report 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 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> 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>
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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	# 03 Dalan na Pagayaya,	Email:

Pilipino Program Management Office	Regional Government Center, Carig Sur, Tuguegarao City	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

Approved by:


CELSO L. ARAO, JR.
 OIC Regional Director