



Department of Social Welfare and Development

**DEPARTMENT OF SOCIAL WELFARE AND
DEVELOPMENT**

FIELD OFFICE II

CITIZEN'S CHARTER

2025(1ST Edition)

I. Mandate:

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

II. Vision:

An empowered society where the poor, vulnerable, and disadvantaged sectors have immediate and equitable access to opportunities for an improved quality of life.

III. Mission:

As the authority in the Social Welfare and Development sector, the DSWD develops, implements, enables, and coordinates SWD policies and programs for and with the poor, vulnerable, and disadvantaged.

IV. Service Pledge:

We are committed to provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks and thereby ensure that all applicants or requesting parties who are within the DSWD premises prior to the end of the official working hours and during lunch break shall be attended to. In view of this, we shall ensure availability of Officers-in-Charge of our frontline services at all times for consultation and advice.

Furthermore, we shall endeavor to complete transactions within the day and in the event that we are unable to do so, we shall inform you promptly of our actions taken so far and clearly explain the reason/s for such delay.

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

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

Quality Policy

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

- D**eliver, coordinate, and monitor social protection programs and services to the poor, vulnerable, and disadvantaged population towards a fair, just and peaceful society;
- S**ustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;
- W**ork with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and
- D**emonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

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ADMINISTRATIVE SERVICES DIVISION (ASD)

EXTERNAL SERVICES

1. Issuance of Gate Pass for Properties for Repair/ Replacement/ Transfer/Disposal/Other Modes of Disposition

Issued for properties which are to be brought outside of DSWD premises for repair or replacement by the supplier and for properties that are to be disposed through sale/transfer/other mode of disposition.

Office or Division:	Property and Supply Section (PSS)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. DSWD service providers b. DSWD suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) original copies of duly accomplished Gate Pass		1. To be prepared by the concerned Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)
2. Property/ies to be brought outside the DSWD premises		2. To be prepared by the DPSC of concerned Office without any prescribed format
<u>In the absence of the authorized signatory secure any of the following:</u>		
1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession		1. Records and Archives Management Section (RAMS)
2. Digitally signed using the PNPKI registered digital signature		2. Digital signature of: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession;
3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises		3. From the: <ul style="list-style-type: none"> Authorized signatory or;

<u>Properties for repair/replacement attach:</u> <ol style="list-style-type: none"> 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter 1 photocopy of Technical Assistance Report 1 photocopy of approved Purchase Order (PO) or Purchase Request (PR) 1 photocopy of PAR/ICS if property is under warranty 1 photocopy of government issued ID and company ID of client or representative <u>For loaned properties to be returned to supplier attach:</u> <ol style="list-style-type: none"> 1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt 1 photocopy of government issued ID and company ID of client or representative 		<ul style="list-style-type: none"> Authorized representative with attached 1 photocopy of SO for Order of succession <ol style="list-style-type: none"> Issued by the supplier/contractor From concerned DSWD Office (IT Equipment – RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSD/GSS; Maintenance Equipment – GSS) Procurement Management Service (PMS) From the accountable personnel From supplier or representative <ol style="list-style-type: none"> Issued by the supplier/contractor Issued by the Security Personnel upon entry of the property, from supplier or contractor From supplier or representative 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User request and submit accomplished Gate Pass.	1.1 Property personnel shall receive and review submitted duly accomplished gate passes and attachments vis-à-vis property presented.	None	3 Minutes	Administrative Officer IV, Property and Supply Section
	1.2 The property personnel shall review if the Gate Pass is complete and with	None	5 Minutes	Administrative Officer IV, Property and Supply Section

	<p>attachments (PIIP and other supporting documents)</p> <p>1.2.1 Complete/ Duly Accomplished: Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Heads of Property Office for approval</p> <p>1.2.2 Incomplete/ with discrepancy: Return the Gate Pass to the requestor/ DPSC for proper accomplishment.</p>			
	1.3 The Head Property Office shall approve the Gate Pass (from 8:00 A.M. to 4:00 P.M)	None	2 Minutes	Administrative Officer IV, Property and Supply Section
	1.4 The property personnel shall scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	Administrative Officer IV, Property and Supply Section
	<p>1.5. The property staff shall provide the customer feedback form to the requesting party for the service provided.</p> <p>1.5.1 Forward copy of the approved Gate Pass to:</p> <p>a. Original copy – Security Guard</p> <p>b. Duplicate copy – Person who shall bring the equipment out of DSWD premises to present to Security Guard On-Duty/ Property Officer</p>	None	5 Minutes	Administrative Officer IV, Property and Supply Section

	c. Triplicate – Property Office copy			
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-à-vis the duplicate copy of the approved Gate Pass With discrepancy: Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure a new gate pass reflecting the correct details of the property to be brought outside DSWD premises. Without discrepancy: Security Guard On-Duty shall sign the original and duplicate copy of the gate pass, return the signed duplicate copy to the client. 2.2 Scan the barcode of the Gate Pass to record the time when the property was brought outside the DSWD in PREMIS.	None	15 Minutes	Administrative Officer IV, Property and Supply Section
	2.3 Surrender the original copy of the gate pass to the Property and Supply Section (PSS). The Security Guard shall return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes.			

	2.4 File gate pass for safekeeping and future reference.	None	6 Minutes	Administrative Officer IV, Property and Supply Section
TOTAL		NONE	43 Minutes	

2. Issuance of Property Clearance for Separated Officials and Employees

Property Clearance is issued to DSWD employees who are retired/transferred to another government agency/detail separation from the service, promotion/reassignment/transfer from one organizational unit within the Department. Approved Property Clearance shall be issued immediately upon cancellation of property accountability.

Office or Division:	Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Department of Social Welfare and Development (DSWD) Employees who are: a. Resigned b. Transferred to other Government Offices c. Non-renewal of Contract d. Terminated e. Retired		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. <u>Without Property Accountability</u> 1. Three (3) original copies of Clearance Form 2. And/or duly approved request for transfer / resignation / retirement		1. Personnel Administration Section with prescribed format 2. From Client	
B. <u>With Property Accountability</u> 1. Three (3) original copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. Duly signed PAR/ICS for transferred property accountability		1. Personnel Administration Section (PAD) with prescribed format 2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) 3. Submitted by the personnel applying for property clearance with signature of the new end user	

<u>In Case of Lost:</u> 1. With request for relief from property accountability due to loss - one (1) copy of COA decision 2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Undersecretary for General Administration and Support Services Group (GASSG)				
1. DSWD Commission on Audit without prescribed format 2. Property and Supply Section (PSS) without prescribed format				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three original copies of the clearance form issued by Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1 Receive Three original copies of clearance issued PAD/PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.	None	15 Minutes	Administrative Officer IV, Property and Supply Section
	1.2 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System (PREMIS) and the individual folder of personnel if canceled.	None	1 Day	Administrative Officer IV, Property and Supply Section
	1.3 If No Accountability/ies. The property personnel shall record the date of effectivity of retirement / resignation / transfer/detail of separation/date of	None	1 Day	Administrative Officer IV, Property and Supply Section

	<p>issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval.</p> <p>With Accountability/ies. Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of canceled Property Accountability.</p>			
2. Submit documents and other requirements as proof of cancelled property accountability and accomplish Client Satisfaction Measurement Form	2.1 The property personnel shall receive and review/validate the submitted documents and other requirements as proof of cancelled property accountability.	None	4 Hours	Administrative Officer IV, Property and Supply Section
	2.2 Check the “cleared” box and affix the signature in the clearance form	None	10 Minutes	Administrative Officer IV, Property and Supply Section
	2.3 The property personnel shall scan signed clearance form; record in clearance logbook/ monitoring sheet, forward to the next office concerned and administer the Client Satisfaction Measurement Form (either online or paper-based)	None	15 Minutes	Administrative Officer IV, Property and Supply Section

	2.4 Upload scanned signed clearance in PREMIS	None	15 Minutes	Administrative Officer IV, Property and Supply Section
TOTAL		NONE	2 Days, 4 Hours, 55 Minutes	

3. Provision of Freedom of Information Request

To provide the process in dealing with requests for information involving transactions, general operations, thrusts, and programs of the Department involving public interest subject to the procedures and limitations pursuant to Executive Order No. 02 dated 23 July 2016 on Freedom of Information (FOI), entitled Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor.

Office or Division:	Records And Archives Management Section (RAMS)		
Classification:	Covered by special law (Executive Order No. 02, s. of 2016)		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Individuals with Filipino Citizenship		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Request (through FOI Request Form) <ol style="list-style-type: none"> Must Accomplish FOI Request Form <ol style="list-style-type: none"> State your complete name, contact information and purpose of your request Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo 		Requesting party may visit: https://www.dswd.gov.ph/issuances/MCs/MC_2017-009.pdf for the FOI Request Form; or Secure FOI Request Form in the Office of the FOI Receiving Officer / FOI Focal	
Online Requests (through eFOI portal) <ol style="list-style-type: none"> Visit the eFOI website <ol style="list-style-type: none"> Choose <u>Make a Request</u> icon Select <u>Department of Social Welfare and Development</u> Click on <u>Write My Request</u> Ensure all the mandatory fields are filled out 		Requesting party may visit the FOI website to place their request: https://www.foi.gov.ph/	

1.5 Attach one (1) photocopy of government issued I.D or valid school I.D (for registered students) (front and back) with photo. 1.6 Create an account				
If unable to make a written request, because of illiteracy or disability 1. Visit the nearest DSWD Office or directly contact at (078) 304 – 1004 for inquiries		Requesting may visit the nearest DSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for information via the Manual Request (FOI Form)	1. Review the completeness of the request and supporting document. If the details provided in the FOI Request Form is complete with attached one (1) copy of any government-issued I.D or school I.D (for registered students) with photo If the FOI Request reasonably describes the information requested and the reason, or purpose of the request. If incomplete and with clarification , return the FOI Form to the requesting party for compliance. Or notify the requesting party through an email if the request was received digitally and wait for the requesting party's response. If a response is not received within 60	None	1 hour	Administrative Officer V, Records And Archives Management Section

	calendar days, the request is deemed closed.			
	1.2. Conduct initial assessment and determine whether to deny or accept the FOI Request 1.2.1 Outright deny if the request is found to be: a. Available online b. Substantially similar or identical to the previous request; and c. Information not maintained by the Department. 1.2.2 Draft a reply letter to the requesting party indicating the reason for full denial signed by FRO / Regional Director 1.2.3 Transmit the reply letter with attached Client Satisfaction Measurement Form to the requesting party, through: a. electronic mail; or b. courier service	None	5 hours (end of process)	Administrative Officer V, Records And Archives Management Section
	1.3. Accept if the request is accurate and complete.	None	45 minutes	Administrative Officer V, Records And Archives Management Section
	1.4 Draft a letter endorsing the request to the FOI Decision Maker (FDM) / FO FOI Focal for evaluation.	None	2 hours.	Administrative Officer V, Records And Archives Management Section
	1.5. Sign the prepared memorandum	None	1 hour	Administrative Officer V, Records And Archives

				Management Section
	1.6. Transmit the memorandum endorsing the FOI request to FDM / FO FOI Focal	None	30 minutes	Administrative Officer V, Records And Archives Management Section
	1.7. Update status in the ISO registered FOI Monitoring Tool	None	15 minutes	Administrative Officer V, Records And Archives Management Section
	1.8. Receive the endorsement letter from FRO / FO FOI Focal	None	17 hours and 45 minutes	Administrative Officer V, Records And Archives Management Section
	1.9. Determine if the request is simple or complex. If simple , draft a reply letter addressed to the client. Send the reply to the client by email If complex , conduct research. 1.9.1 Coordinate with concerned CO / FO OBSU	None	(8.1) 10 minutes (8.2) 7 hours and 10 minutes	Administrative Officer V, Records And Archives Management Section
	1.10 Prepare a memorandum to concerned OBSU/s	None	2 hours	Administrative Officer V, Records And Archives Management Section
	1.11. Send an email to the Office of the Director (OD) / FO FOI Focal attaching the draft memorandum, screenshots and reply to client for review	None	15 minutes	Administrative Officer V, Records And Archives Management Section

	1.12. Print the draft memorandum to CO / FO OBSD/s and forward to the OD / FO FOI Focal to respond to FRO not more than 10 working days.	None	10 minutes	Administrative Officer V, Records And Archives Management Section
	1.13. Review the printed draft memorandum and recommend its approval to the FDM / FO FOI Focal / FO ORD If documents are found to be in order , refer to step 10. If the documents need revisions , the OD personnel will send back the drafts with comments to FDM Process focal for enhancement.	None	1 hour	Administrative Officer V, Records And Archives Management Section
	1.14. Revise the draft memorandum and incorporate the comments.	None	15 minutes	Administrative Officer V, Records And Archives Management Section
	1.15. Re-submit to the LS-OD / FO FOI Focal personnel the printed copy of the revised memorandum	None	15 minutes	Administrative Officer V, Records And Archives Management Section
	1.16. Forward the draft memorandum to the FDM / FO FOI Focal for approval.	None	30 minutes	Administrative Officer V, Records And Archives Management Section
	1.16. FDM / FO FOI Focal will review the printed draft memorandum.	None	30 minutes 20 minutes	Administrative Officer V, Records And Archives Management Section

	<p>If the draft memorandum is found to be in order, FDM shall approve it.</p> <p>If the draft memorandum needs revision, FDM / FO FOI Focal will send back to OD personnel the documents with comments. 1.16.1 OD personnel shall return to the LS / FO FOI Focal, the documents for revision. Then proceed to step 13</p>		15 minutes	
	1.17. Sign the memorandum to the concerned CO / FO OBSDs	None	2 minutes	Administrative Officer V, Records And Archives Management Section
	1.18. Record, scan, and send the signed memorandum to the concerned CO / FO OBSDs through email to notify them.	None	20 minutes	Administrative Officer V, Records And Archives Management Section
	1.19. Send the hard copy of the signed memorandum to the concerned CO / FO OBSDs	None	30 minutes	Administrative Officer V, Records And Archives Management Section
	1.20. Receive the referral through a memorandum from the FDM / FO FOI Focal	None	15 minutes	Administrative Officer V, Records And Archives Management Section
	<p>1.21. Retrieval of the requested data:</p> <p>If the Office/s concern does not maintain the requested information, they must inform the</p>	None	(21.1) 16 hrs.	Administrative Officer V, Records And Archives Management Section

	FRO/FO FOI Focal, in writing within 2 working days upon receipt of the referral from the FDM/FO FOI Focal. <i>Proceed to step 23</i>			
	<p>For standard requests, transmit such information to the FRO / FO FOI Focal within 10 working days upon receipt of endorsement from FDM / FO FOI Focal.</p> <p>For complex requests or those requests that require an extensive search of office records, the concerned office/s may write a request for an extension of time to respond to FRO / FO FOI Focal for not more than 10 working days.</p>	None	<p>(21.2) Standard Request: 71 hrs. and 25 mins.</p> <p>(21.3) Complex Requests: 159 hrs. and 5 mins.</p>	Administrative Officer V, Records And Archives Management Section
	1.22. Forward to the FRO / FO FOI Focal the requested data.	None	1 hr. and 20 minutes	Administrative Officer V, Records And Archives Management Section
	1.23. Receive a response from the CO / FO OBSD holding the information	None	15 minutes	Administrative Officer V, Records And Archives Management Section
	<p>1.24. The FRO Process Focal / FO FOI Focal shall collate and ensure that the information is complete</p> <p>If found to be incomplete, return the same to the concerned office/s for compliance.</p>	None	1 hour and 15 minutes	Administrative Officer V, Records And Archives Management Section

	If found to be complete, prepare a letter endorsing the data/information to the Requesting Party through a formal letter with the attached FOI Customer Feedback Form.	None	5 hours	Administrative Officer V, Records And Archives Management Section
	1.26. Sign the letter endorsing the data/information to the Requesting Party through a formal letter with an attached FOI Customer Feedback Form.	None	40 minutes	Administrative Officer V, Records And Archives Management Section
	1.27. Transmit the approved information to the requesting party, through: a. electronic mail; or b. courier service	None	1 hour	Administrative Officer V, Records And Archives Management Section
	1.28. Update the status in the FOI Monitoring Tool, and file a copy of the endorsement letter to the requesting part.	None	30 minutes	Administrative Officer V, Records And Archives Management Section
TOTAL		None	Standard Request - 12 working days and 50 minutes Complex Request - 23 working days and 49 minutes (Covered by EO 02 s2016)	

DISASTER RESPONSE MANAGEMENT DIVISION (DRMD)

EXTERNAL SERVICES

1. Processing of Relief Augmentation Request by LGUs

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this service. Assistance through congressional requests are considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	Disaster Response and Rehabilitation Section (DRRS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LGU Request, with either of the following attachments: <i>Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines</i> - (1 original or 1 electronic copy)		Provided by the concerned LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter addressed to the Office of the Regional Director with either of the following	1.1 Receive the request and log the documents, and route LGU request to Disaster Response Management Division (DRMD) Chief	None	5 Minutes	Director IV, Field Office II
	1.2 DRMD Chief shall endorse the request to Disaster Response and	None	10 Minutes	Chief, Disaster Response Management Division

attachments: Situational Report / Disaster Incident Report and its relative attachments based on existing guidelines.	Rehabilitation Section (DRRS) Head for review			
	1.3 Conduct desk review / assessment and validation of request: review, validate, and assess the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGUs, or through review of the following reports, if available: <ul style="list-style-type: none"> a. latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report b. Rapid Damage Assessment and Needs Analysis (RDANA) Report c. DSWD Predictive Analytics If assessed to be invalid, proceed to Agency Action Step 1.9	None	2 Hours	Head, Disaster Response and Rehabilitation Section
	1.4 Coordinate with the Regional Resource Operation Section (RROS) Head / Staff to validate availability of FNI Resources for augmentation to LGUs, and to determine other logistics requirements.	None	30 Minutes	Head, Disaster Response and Rehabilitation Section
	1.5 If FNIs are not available, prepare a Request Letter for	None	1 Hour	Head, Disaster Response and Rehabilitation Section

	<p>Augmentation of FNI Resources from the Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG), attention Disaster Response Management Bureau (DRMB).</p> <p>If FNIs are available, prepare Requisition Issuance Slip (RIS) / Issuance Form (IF) (c/o RROS) and Response Letter to LGUs (c/o DRRS), and endorse to the DRMD chief</p>			<p>and/or</p> <p>Head, Regional Resource Operation Section</p>
	<p>1.6 Division Chief shall review all documents; provide recommendation; initial pertinent documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.</p>	None	1 Hour	Chief, Disaster Response Management Division
	<p>1.7 Review all documents and provide recommendations; if found in order initial RIS/IF and other pertinent documents and endorse to the Regional Director. If documents are not in order, return to AA #1.6</p>	None	1 Hour	Assistant Regional Director for Operations, Field Office II
	<p>1.8 Approval / Disapproval of RD, and route to DRMD for action.</p>	None	1 Hour	Director IV, Field Office II

	1.9 Send a response letter to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD warehouse to LGU. 1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to RROS Head / Staff for release of goods	None	1 Hour and 30 Minutes	Chief Disaster Response Management Division
2. Facilitate preparation and signature of Delivery Receipt by RROS Head;	2.1 Facilitate preparation and signature of Delivery Receipt by RROS Head;	None	1 Hour	Head, Disaster Response and Rehabilitation Section and/or Head, Regional Resource Operation Section
	2.2 Facilitate release of goods to LGUs as per the delivery plan agreed upon by both DSWD and the requesting LGU. 2.2.1. Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.	None	within 5 Days, 5 Hours and 45 Minutes	Head, Disaster Response and Rehabilitation Section and/or Head, Regional Resource Operation Section
3. Receive requested goods through hauling or	3.1 Ensure signed receipts of RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer	None	1 Hour	Head, Disaster Response and Rehabilitation Section and/or

delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt. 3.1.1 Fill-out Client Satisfaction Measurement Form (CSMF)	Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods. 3.1.1 Report on the release of FNIs thru submission of any of the following – * Summary Report * Feedback Report * Signed RIS * Delivery Receipts * FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			Head, Regional Resource Operation Section
TOTAL		None	For the processing of request - 1 Day, 2 Hours, 15 Minutes For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law - 7 Days	

FINANCIAL MANAGEMENT DIVISION (FMD)

EXTERNAL SERVICES

1. Processing of BIR Form 2322 : Certificate of Donation

This covers the request of Certificate of Donation as substantiation requirement for donors claiming charitable contributions as deduction from gross income pursuant to Bureau of Internal Revenue Memorandum Circular No. 86-2014 dated December 5, 2014.

Office or Division:	Accounting Section		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Donors of cash and in-kind donations or his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For walk-in clients			
A. Requesting of Certificate			
1. Request form for Certificate of Donation (1 Original Copy)		Accounting Section	
2. Signed and Notarized Deed of Donation (1 Original Copy)		Requesting Party/Donor	
3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)		For Cash Donation - Cash Section For Donations in Kind - Office/Bureau in DSWD who receive the donation	
B. Claiming of Certificate			
4. Claim Stub (1 Original Copy)		Accounting Section	
For online clients			
A. Requesting of Certificate			
1. Request form for Certificate of Donation (1 Electronic Copy)		Download and print the request form from https://bit.ly/3l7RCeu (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-002 REV 01 REQUEST FORM FOR CERTIFICATE OF DONATION)	
2. Signed and Notarized Deed of Donation (1 Electronic Copy)		Requesting Party/Donor	

<div>3. Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Electronic Copy)</div> <div>B. Claiming of Certificate</div> <div>4. E-mail Acknowledgement Receipt (1 Printed Copy)</div> <div><div><div>Signed and Notarized Deed of Donation (1 Original Copy)</div><div>Official receipt for Cash Donations; or Acknowledgement receipt and Delivery receipt for Donations in Kind (1 Original Copy)</div></div></div>		<div>For Cash Donation - Cash Section</div> <div>For Donations in Kind - Office/Bureau in DSWD who receive the donation</div> <div>E-mail from accounting.fo2@dswd.gov.ph</div> <div>Requesting Party/Donor</div> <div>For Cash Donation - Cash Section</div> <div>For Donations in Kind - Office/Bureau in DSWD who receive the donation</div>		
Additional requirements if claimed by authorized representative				
<div>1. Authorization letter for the representative (1 Printed Copy)</div> <div>2. Government-issued IDs (1 Photocopy)</div>		<div>Requesting Party/Donor</div> <div>Requesting Party/Donor and His/Her Authorized Representative</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Visit the Accounting Section in the Field Offices to secure the request form.</div> <div>-or-</div> <div>Secure the request form by visiting the link and download the form via https://bit.ly/3l7RCeu.</div>	<div>1. Provide the request form for Certificate of Donation to walk-in client/s.</div>	<div>None</div>	<div>5 Minutes</div>	<div>Administrative Officer V, Accounting Section</div>

<p>2. Fill-out and submit the request form together with the required supporting documents to the Accounting Section.</p> <p>-or-</p> <p>Fill-out and submit the scanned form together with the supporting documents and email the documents via accounting.fo2@dswd.gov.ph.</p> <p>Note: The client shall wait for the schedule of the release of the Certification. They shall receive a NOTIFICATION via email/chat/call from the</p>	<p>2.1 The Accounting Staff shall receive and review the completeness of the request form and supporting documents. If complete, the Accounting Staff shall provide a claim stub to walk-in clients.</p> <p>-or-</p> <p>If sent via email, the Accounting Staff shall review the documents as to completeness, acknowledge the email, and request for an original copy upon claiming.</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>	None	6 Minutes (Walk-in/Online)	Administrative Officer V, Accounting Section
	<p>2.2 The Accounting Staff shall record in the monitoring sheet the details of the donation and indicate on the claim stub or email acknowledgement the schedule of release of BIR Form 2322: Certificate of Donation.</p>	None	5 Minutes	Administrative Officer V, Accounting Section
	<p>2.3 The Accounting Staff shall prepare the</p>	None	6 Days, 7 Hours	Administrative Officer V, Accounting

Donation Office on the schedule to claim the Certification.	Certificate of Donation for Signature of the Secretary or the Authorized Representative			Section
	2.4 The Accounting Staff shall update the status of request for certificate on the monitoring file. Note: All certificates that are ready for release shall be issued to the requesting party/ies	None	10 Minutes	Administrative Officer V, Accounting Section
3. The donor/ authorized representative shall personally visit the Accounting Section, wait for the release of the Certification , and receive and sign the logbook for acknowledgment Note: The Client shall present the following documents: a. claim stub for walk-in requests -or-	3. The Accounting Staff shall issue the BIR Form 2322: Certificate of Donation and assist the client to sign in the logbook as a proof that the Certification has been received.	None	2 Minutes	Administrative Officer V, Accounting Section

b. printed email acknowledgment receipt together with the original copy of required documents for online requests				
c. authorization letter from the donor and photocopy of government-issued ID of the donor and his/her authorized representative, if applicable				
4. Fill-out the provided customer feedback form for the service availed	4. The Accounting staff shall administer the Client Satisfaction Measurement Form (via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	Administrative Officer V, Accounting Section
TOTAL		None	6 Days, 7 Hours, 30 Minutes	

2. Processing of Request for Accounting Certifications for Former DSWD Employees

This covers the processing of requests of DSWD separated employees for the certifications in the Accounting.

Accounting Certifications offered:

For Former Cost of Service (COS) worker:

- Last Cost of Services Processed;

For Former Permanent, Casual or Contractual employee:

- Last Salary Processed;
- Pag-IBIG Contributions and Remittances;
- Pag-IBIG Loan Amortization Withheld and Remittances;
- GSIS Contribution and Remittances;
- GSIS Loan Amortization Withheld and Remittances;
- Philhealth Contributions and Remittances (maximum of one year)

Office or Division:	Accounting Section		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Former employees of the Department or his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For walk-in clients			
A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Original Copy) 2. Government-issued ID of the requesting party (1 Photocopy) B. Claiming of Certificate 3. Claim Stub (1 Original Copy)		Accounting Section Schedule of request: Monday – Friday, 8:00 AM – 5:00 PM Requesting Party/Formal DSWD employee Accounting Section	
For online clients			
A. Requesting of Certificate 1. Request form for Accounting Certification of Former DSWD Employees (1 Electronic Copy)		Download and print the request form from https://www.dswd.gov.ph/about-us-2/citizens-charter (form is located under General Administration and Support Services Group, select DSWD-FMS-GF-001 REV 01 REQUEST FORM FOR ACCOUNTING CERTIFICATIONS) Requesting Party/Formal DSWD employee	

2. Government-issued ID of the requesting party (1 Electronic Copy) <i>B. Claiming of Certificate</i> 3. E-mail Acknowledgement Receipt (1 Printed Copy)		Accounting Section		
Additional requirements if claimed by authorized representative				
<ul style="list-style-type: none">• Authorization letter for the representative (1 Printed Copy)• Government-issued IDs (1 Photocopy)		Requesting Party/Former DSWD employee Requesting Party/Former DSWD employee and His/Her Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Accounting Section in the Field Offices to fill-out the request form. -or- Secure the request form by visiting the link or download the form via https://www.dswd.gov.ph/about-us-2/citizens-character	1. Provide the request form for Accounting Certification to the walk-in clients (Former DSWD Employee/s)	None	5 Minutes	Administrative Officer V, Accounting Section
2. Fill-out and submit the form together with the required supporting	2.1 The Accounting Staff shall receive and review/check the completeness of the request form and	None	5 Minutes (Walk-in/Online)	Administrative Officer V, Accounting Section

<p>documents to the Accounting Section.</p> <p>-or-</p> <p>Fill-out and submit the form together with the supporting documents or email the documents via accounting.o2@dswd.gov.ph.</p> <p>Note: The client shall wait for the release of the Certification based on the scheduled release of the document.</p>	<p>required supporting documents</p> <p>-or-</p> <p>The Accounting staff shall review the documents as to completeness and print the emailed scanned documents</p> <p>Note: Only requests with complete requirements shall be accepted and processed. All requests with incomplete requirements shall be returned to the client.</p>			
	<p>2.2 The Accounting Staff shall record the details of the request and indicate the schedule to claim the certificate with control number in the monitoring sheet.</p>	None	5 Minutes	Administrative Officer V, Accounting Section
	<p>2.3 The accounting staff shall respond to the email for online request or issue claim stub for the walk-in request. He/She shall also indicate the schedule of the release of Certification with reference number of the document.</p>	None	10 Minutes	Administrative Officer V, Accounting Section
	<p>2.4 The Accounting Staff shall prepare the Certificate for Accounting Certification for</p>	None	6 Days, 45 Minutes	Administrative Officer V, Accounting Section

	review/approval of the Chief Accountant or the Authorized Representative			
	<p>2.5 The Accounting Staff shall update the status of request for certificate in the monitoring file.</p> <p>Note: All certificates that are ready for release shall be issued to the requesting party/ies</p>	None	15 Minutes	Administrative Officer V, Accounting Section
<p>3. The client shall present the following to the Accounting staff-in-charge to receive the Certification:</p> <p>a. claim stub for walk-in requests or</p> <p>b. printed email acknowledgment for online requests</p> <p>c. authorization letter from the former employee and photocopy of government-issued ID of the former employee and his/her authorized</p>	<p>3. The Accounting Staff shall issue the Certificate for Accounting Certification to the client and Assist the client to sign in the logbook as a proof that the Certification has been received.</p>	None	5 Minutes	Administrative Officer V, Accounting Section

representative, if applicable. Then, sign the logbook for acknowledgment				
4. Fill-out the Client Satisfaction Measurement Form	4. The Accounting staff shall administer the Client Satisfaction Measurement Form(via pen-and-paper /online) to the requesting party for the service provided	None	2 Minutes	Administrative Officer V, Accounting Section
TOTAL		None	6 Days, 1 Hour, 32 Minutes	

**HUMAN RESOURCE MANAGEMENT AND
DEVELOPMENT DIVISION
(HRMDD)**

EXTERNAL SERVICES

1. Issuance of Certificate of Employment to Separated Officials, Employees and Contract of Service Workers

The Certificate of Employment (COE) is issued to separated Officials and employees in the Field Office (FO) 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:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) Regional Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting	1. Receive or acknowledge request for COE from the client and forward to personnel handling COE requests (via: DRF/email)	None	10 minutes	Administrative Officer II, Personnel Administration Section

documents, if any.				
2. Wait for advice of the assigned PAS Focal Person	2.1 Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated in the request.	None	2 Days, 4 hours (depending on the period of retrieving the files)	Administrative Officer II, Personnel Administration Section
	2.2 Draft/print and forward the COE following the standard template to the authorized signatory for review/certification <ul style="list-style-type: none"> • Use Service Card or 201 File/PER 16 or Index Card for COS Workers as reference in preparation of COE 			
	2.3 If the COE is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the COE and one Customer Feedback Form for accomplishment			
	2.4 Authorized Certifying authority shall review/sign/initial the COE.	None	3 hours and 30 minutes (depending on the availability of signatories)	Division Chief, HRMDD
	2.5 Inform the client that the COE is ready for releasing via e-mail/SMS/call.	None	10 minutes	Administrative Officer II, Personnel

				Administration Section
3. If the COE is for pick-up, proceed to PAS and get the requested document. If the COE is to be sent via courier service, wait until the parcel is sent to a given address.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form.	None	10 Minutes	Administrative Officer II, Personnel Administration Section
TOTAL		None	3 Days	

2. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Separated Officials and Employees

The CLWOP/CNLWOP is issued to separated Officials and employees in the Field Office (FO) who have been cleared of money, property, and legal accountabilities, which certifies that they have/do not have 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 FO Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) HRMDS-PAS Request Form or formal letter or e-mail request	PAS Receiving Area Client
(1) Regional Clearance Certificate	Client or if none, 201 FILE
(1) 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 and submit to PAS. <i>(Write contact details as well for courier purposes, if needed)</i> and submit to PAS together with complete supporting documents.	1.1 Receive the complete documents submitted. 1.2 Forward the request to the PAS Focal Person.	None	5 minutes	Administrative Officer II, Personnel Administration Section
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ¹ . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.2. 2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.4. 2.2 Review/check the	None	6 days, 4 hours and 35 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being</i>	Administrative Officer II, Personnel Administration Section

¹ Electronic Leave Administration and Recording System

	ELARS vis-à-vis the leave card. 2.3 Reprint the corrected ELARS, if errors are found. 2.4 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.		<i>encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client.)</i>	
	2.5 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification. 2.6 The Certifying Authority shall sign the CLWOP/ CNLWOP.	None	2 hours (depending on the availability of signatory)	Division Chief, HRMDD
3. Inform PAS of preferred method of receiving the duly-signed Certificate.	3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat. 3.2 Ask the client of the preferred method of receiving the duly signed CLWOP/ CNLWOP: 3.2.1 If through courier service, proceed to step 4.1. 3.3.2 If the CLWOP/ CNLWOP will be picked up at the office, proceed to step 5.1.	None	5 minutes	Administrative Officer II, Personnel Administration Section
4. If the Certificate is to be sent via courier service, wait until the	4.1 Outgoing Clerk or Email Custodian shall return the CLWOP/ CNLWOP to the Focal Person. 4.1.1 The Focal Person	None	1 hour and 5 minutes	Administrative Officer II, Personnel Administration Section

parcel is sent to the given address.	<p>shall prepare the transmittal with information on how to return the CSMF. Attach the duly signed CLWOP/ CNLWOP and one (1) CSMF for accomplishment.</p> <p>4.1.2 Certifying Authority shall sign the transmittal letter.</p> <p>4.1.3 Encode tracking details in the applicable document tracking system used by the office or through logs.</p> <p>4.1.4 Forward the document to the Records and Archives Management Section for courier service.</p> <p>(The CSMF will be followed-up within 3 working days upon receipt of the document.)</p>			
5. If the Certificate is for pick-up, proceed to PAS and get the requested document.	5.1 If the CLWOP/ CNLWOP is for pick-up, provide one (1) duly signed CLWOP/CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Administrative Officer II, Personnel Administration Section
TOTAL		None	7 days	

3. Issuance of Completed Office Clearance Certificate for Money, Property, and Legal Accountabilities to Separated Officials and Employees

The Regional Office Clearance Certificate is being provided to officials, employees and contract of service (COS) workers who were separated from the Department which certifies that the former official/employee/COS worker no longer has money, property and legal accountabilities. The provision of the RO Clearance Certificate may be requested by separated officials/employees/COS workers if the RO Clearance Certificate initially-issued to them was lost, damaged, etc., or the official/employee/COS worker was not able to secure the duly-accomplished RO Clearance Certificate at the time of their separations.

Office or Division:	Personnel Administration Section (PAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAS Request Form (write contact details, as needed) and submit to PAS	1. Receive or acknowledge request for RO Clearance Certificate from the client and forward to personnel handling requests (via: DRF/email)	None	10 minutes	Administrative Officer II, Personnel Administration Section

2. Wait for advice of the assigned PAS Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request and check the 201 FILE to retrieve the RO Clearance Certificate on file.	None	2 Days, 4 hours (depending on the period of retrieving the files)	Division Chief, HRMDD
	2.2. Photocopy the RO Clearance Certificate then put a “Certified True Copy” stamp on it.			
	2.3. If the RO Clearance is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the RO Clearance Certificate and one Customer Feedback Form for accomplishment		3 hours and 30 minutes (depending on the availability of signatories)	
	2.4. Sign the photocopied RO Clearance Certificate as “Certified True Copy”			
3. If the CTC copy of the RO Clearance is for pick-up, proceed to PAS and get the requested document.	3.1 Inform the client that the CTC of his/her RO Clearance Certificate is ready and ask if for pick-up or for courier service (either through chat, e-mail, or phone call)	None	10 minutes	Administrative Officer II, Personnel Administration Section
	3.2. Provide the CTC of RO Clearance to the			

If the CTC copy of the RO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address	client and have it properly received. Ask the client to accomplish Customer Feedback Form			
TOTAL		None	3 Days	

4. 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 (FO) 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:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) RO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or	1. Receive or acknowledge request for SR from the client and forward to personnel handling SR	None	10 minutes	Administrative Officer II, Personnel Administration Section

accomplish the HRMDS-PAS Request Form (write contact details as needed) and submit to PAS together with supporting documents, if any.	requests (via: DRF/email)			
2. Wait for advice of the assigned PAS Focal Person	2.1. Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated therein	None	2 Days , 4 hours, (depending on the period of retrieving the files)	Administrative Officer II, Personnel Administration Section
	2.2. Draft/print and forward the SR following the standard template to the authorized signatory for review/ certification <ul style="list-style-type: none"> • Use Service Card or 201 File/as reference in preparing SR 			
	2.3 If the SR is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the SR and one Customer Feedback			

	Form for accomplishment			
	2.4. Authorized Certifying authority shall review/sign/initial the SR / transmittal letter.	None	3 hours and 30 minutes (depending on the availability of signatories)	Division Chief, HRMDD
3. If the SR is for pick-up, proceed to PAD and get the requested document. If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	3.1 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Administrative Officer II, Personnel Administration Section
	3.2 Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF to be submitted via dropbox, email or google form	None	10 minutes	
TOTAL		None	3 Days	

OFFICE OF THE REGIONAL DIRECTOR (ORD)

EXTERNAL SERVICES

1. Handling of 8888 Inquiries, Complaints, and Grievances

The Agency Operations Service (AOS) was created by the Department of Social Welfare and Development in accordance with Executive Order No. 06, Series of 2016, issued by President Rodrigo Roa Duterte. This executive order formalized the establishment of the 8888 Citizens' Complaint Hotline and the corresponding 8888 Citizens' Complaint Center. The primary responsibility of the AOS is to guarantee compliance with the stipulated 72-hour response time for all inquiries, complaints, and grievances that are directed to the DSWD via the 8888 hotline portal.

The formation of the AOS represents a significant step in enhancing the Department of Social Welfare and Development's responsiveness to the concerns of the public. By institutionalizing the 8888 Citizens' Complaint Hotline, the executive order aims to streamline the process of addressing citizen grievances, thereby fostering greater accountability and transparency within the agency. The AOS plays a crucial role in ensuring that all communications received through the hotline are handled efficiently and within the designated timeframe, thereby reinforcing the commitment of the DSWD to serve the community effectively.

Office or Division:	Social Marketing Unit (SMU)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government		
Who may avail:	A person who has inquiries, complaints, and grievances to the Department of Social Welfare and Development (DSWD) is received through the 8888 Citizens' Complaint Hotline portal.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Copy of the Referral Letter (PDF format) <i>*Contains the Ticket Reference Number issued by the 8888 Citizens' Complaint Center</i> 2. Client Information (if available) <i>*includes the client's name, address, telephone number, and email address (if applicable).</i> 3. Inquiry/Complaint/Grievance Details <i>*provides a complete and detailed description of the concern.</i>		8888 Citizens' Complaint Center	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge/file their inquiries, complaints, and grievances, directed to the Department of Social Welfare and Development (DSWD) programs, services, or personnel via the 8888 Hotline.	1.1 Receive, assess, analyze, and ascertain whether the client's inquiry, complaint, or grievance falls under the jurisdiction of the DSWD. 1.1.1 If the concern falls under the jurisdiction of DSWD, the Technical Staff shall refer to the concerned Office/Bureaus/Units/Services (OBSUs)/Field Offices (FOs)/Attached Agencies (AAs). 1.1.2 If not, the Technical Staff shall submit a request for reversion to the 8888 CCC Administrator through the 8888 Citizens' Complaint Hotline Portal. 1.2 Encode the client's details into the Integrated Grievance Redress Management System (IGRMS) and 8888 unified monitoring matrix.	None	15 Minutes	Director IV, Field Office II
	1.3 Receive, evaluate, and forward 8888 ticket(s) to the relevant Division, Unit, or Service for necessary action.	None	5 Minutes	Director IV, Field Office II
	1.4 Respond to the client's concern(s) accordingly.	None	71 Hours, 10 Minutes	Concerned Division Chief

	1.5 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client, provided that the client's information is available.	None	5 Minutes	Concerned Division Chief
	1.6 Submit the signed feedback report or memorandum, directed to the DSWD 8888 Permanent Focal Person, and to the AOS. This submission must include a detailed account of the actions taken, along with all relevant attachments pertaining to the ticket referred by the DSWD 8888 Action Team.	None	5 Minutes	Director IV, Field Office II
	1.7 Receive, review, and acknowledge the signed official memorandum of responses submitted by the concerned OBSU/FO/AA. 1.7.1 If the response received is considered insufficient in terms of concrete and specific actions, the Technical Staff shall return the submitted official memorandum and attachments to the respective OBSU/FO/AA through the official email address for compliance . 1.7.2 If the response	None	5 Minutes	Director IV, Field Office II

	received meets the criteria in terms of being concrete and specific, and accompanied by complete attachments, proceed to the next step.			
	1.8 Recommend the closure of the complaint stating the ticket reference number to the 8888 Citizens' Complaint Hotline Portal.	None	5 minutes	Director IV, Field Office II
	1.9 Once closed, notify the concerned OBSU /FO/AA that the ticket has been closed in the 8888 Portal. 1.10 Acknowledge the provided update. 1.11 Update the IGRMS and 8888 unified monitoring matrix and mark the complaint ticket reference number as responded/ resolved.	None	10 Minutes	Director IV, Field Office II
TOTAL		None	3 calendar days or 72 hours	

2. Handling of Inquiries, Request for Assistance, and Complaints/Grievances from the General Public and Referral Letters received from other National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices

In order to ensure a prompt and effective response to all incoming correspondence, including referral letters, the IGRMS Public Portal, Public Assistance and Complaints Desk (PACD) Walk-in clients, DSWD Inquiry Email, and DSWD Hotline are utilized to address requests for assistance, inquiries, feedback, or complaints from the general public, as well as from various

National Government Agencies (NGAs), Local Government Units (LGUs), and other relevant offices. This initiative is in strict adherence to Republic Act No. 11032, which aims to enhance the ease of doing business and improve the efficiency of government service delivery. This act amends Republic Act No. 9485, commonly referred to as the Anti-Red Tape Act of 2007, thereby reinforcing the commitment to streamline processes and reduce bureaucratic hurdles.

Office or Division:	Records and Archives Management Section (RAMS)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)			
Who may avail:	Any person with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the IGRMS Public Portal, the DSWD Inquiry Email, or the DSWD Hotline.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Information (Name, Address, Telephone number, E-mail Address), and the complete details of concern; or 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or send communication of inquiry, request, or grievance.	1.1 Receive inquiry, request, grievance, or endorsement letter of the presented request for assistance, inquiry, feedback, or grievance received from the Public Assistance and Complaints Desk (PACD), DSWD Inquiry Email, DSWD Hotline, Social Media platform referral, and Presidential Action Center (PACe).	None	3 minutes	Director IV, Field Office II

	<p>1.2 Review and assess the inquiry, request, or grievance of the clients.</p> <p>1.2.1 For inquiry, request, or grievance received through PACD/Walk-In clients, respond through the PACD;</p> <p>1.2.2 For inquiry, request, or grievance received through the DSWD Inquiry Email, respond through the DSWD email;</p> <p>1.2.3 For inquiry, request, or grievance received through the DSWD Hotline, respond through phone call/hotline;</p> <p>1.2.4 For inquiry, request, or grievance received through referral letter from the NGAs, LGUs, and concerned office, draft an official memorandum and respond through an official letter.</p>	None	3 minutes	Director IV, Field Office II
	<p>1.3 Determine whether the received inquiry, request or grievance is within the mandate of the DSWD.</p> <p>1.3.1 For DSWD concerns with complete contact information, proceed to the next step.</p> <p>1.3.2 For DSWD concerns with no contact information of</p>	None	4 minutes	Director IV, Field Office II

	<p>the client or non-DSWD concern, request for reversion.</p> <p>1.3.3 For non-DSWD concerns received through email, revert the concern to the proponent's office through email.</p> <p>1.3.4 For non-DSWD concern referral letters, revert the concern through an official letter and send it to the provided address or email address (if available).</p> <p>1.3.5 For non-DSWD concerns received through the DSWD hotline and PACD, respond accordingly and refer the client to the concerned NGAs, and/or LGUs.</p> <p>1.3.6 For client/s who chose to remain anonymous and the client's concern was categorized as a complaint in nature without documentary or direct evidence, respond to the client's concern based on the AO 17, s, 2022, section 15:</p> <p><i>"No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegations can be verified or supported by</i></p>			
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	<i>documentary or direct evidence” or direct evidence”</i>			
	<p>1.3 Categorize the concern whether Simple, Complex, or Highly Technical, and encode the client’s details in the AOS Monitoring Matrix/Tool.</p> <p>1.4.1 For simple queries: Respond to the concern of the client through the DSWD hotline/email/letter, through the provided contact information (e.g., e-mail address or phone number). For PACD clients, respond to the client’s concerns accordingly.</p> <p>1.4.2 For requests for assistance and non-contentious grievances that require validation and are classified as “Complex”, endorse/refer the matter to the concerned Field Offices or Offices/Bureaus/ Services/Units (FOs/OBSU) for reference and appropriate action.</p> <p>1.4.3 For grievances and confidential complaints classified as “Highly Technical”, draft a</p>	None	25 Minutes	Director IV, Field Office II

	memorandum and endorse/refer the matter to the concerned office (closed envelope) for reference and appropriate action. 1.5 Encode the client's details in the AOS Monitoring Matrix/Tool			
	1.6 Receive the referral email/ memorandum and attachments from the Agency Operations Service (AOS) through the official email address (inquiry@dswd.gov.ph) and/or hard copy. 1.7 Review and determine to which Division/Unit/Services the concern will be forwarded. 1.8 Endorse the email/ referral letter to the concerned Division/Unit/ Services for appropriate action. 1.9 Encode the client's details in the Monitoring Matrix/Tool.	None	10 Minutes	Director IV, Field Office II
2. Receive a response/ action on the concern.	2.1 Provide appropriate action/update the client on the status of his/her concern. 2.2 Conduct a Client Satisfaction Measurement Survey (CSMS) on the client. 2.3 Provide and submit a feedback report.	None	a. Simple Transaction (three (3) working days) b. Complex Transaction (seven (7) working days)	Concerned Division Chief

			c. Highly Technical Transaction (twenty (20) working days)	
	2.4 Submit to DSWD CO-AOS the copy of the signed document/ feedback report/ memorandum with supporting documents including the accomplished CSMS Form (if available) stating the concrete and specific action/s undertaken by the concerned Division/Unit to respond/resolve the concern of the client and update the Monitoring Matrix/Tool.	None	10 Minutes	Director IV, Field Office II
	2.5 Review the submitted signed official document/ memorandum/ feedback report. 2.5.1 For actions/feedback reports not considered concrete and specific, return the submitted report to the concerned office for compliance. 2.5.2 For actions/feedback reports considered concrete and specific, proceed to the next step.	None	10 Minutes	Director IV, Field Office II

	2.6 For PACe referral, recommend the closure of the ticket to the Presidential Action Center Administrator through email and proceed to the next step if the submitted response is considered concrete and specific.			
	2.7 Acknowledge the receipt of the official document/ memorandum/ feedback report	None	5 Minutes	Director IV, Field Office II
	2.8 Update the AOS monitoring matrix and mark the inquiry, request for assistance, and grievances as responded/closed.	None	5 Minutes	Director IV, Field Office II
TOTAL		NONE	1 hour and 15 Minutes	

3. Management of Inquiries, Complaints, or Feedback from Walk-In Clients through the Public Assistance and Complaints Desk (PACD)

To address and provide an immediate effective response and resolution in all walk-in inquiries, requests for assistance, grievances, complaints, or feedback from the general public in compliance with Republic Act No. 11032: "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9485, otherwise known as Anti-Red Tape Act of 2007". The aim is to ensure that we deliver prompt responses to clients until the issue is fully resolved or closed, ensuring that all walk-in interactions are handled with the utmost efficiency and responsiveness, thereby enhancing the overall experience for citizens seeking assistance.

Office or Division:	Anti-Red Tape Unit (ARTU)
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C); Government-to-Government (G2G)

Who may avail:	Walk-in clients with inquiries, requests for assistance, or complaints directed to the Department of Social Welfare and Development (DSWD) may submit their concerns through the Public Assistance and Complaints Desk (PACD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Information: (Name, Address, Telephone number, E-mail Address), and the complete details of concern in the accomplished Grievance Information Form 2. Referral Letter from the National Government Agencies (NGAs), Local Government Units (LGUs), and other concerned offices (if available)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge/file inquiry, request, or grievance through the PACD	1.1 Submit an inquiry, request, or grievance to the PACD Officer whether verbal or by filling out the Grievance Information Form (GIF)	None	5 Minutes	Attending PACD Officer
	1.2 Inquire about client issues with probing questions, following the verbatim script.	None	8 Minutes	Attending PACD Officer
	1.3 Get the client's consent to record the client's information/details of concern and encode them in the Integrated Grievance Redress Management System (IGRMS).	None	2 Minutes	Attending PACD Officer
	1.4 Assess the concern of the client and provide a suitable response/ resolution: 1.4.1 For Simple Inquiry: Provide a clear and	None	20 Minutes a. Simple Transaction (three (3) working days) b. Complex	Attending PACD Officer

	<p>concise response to the query.</p> <p>1.4.1.1 If unsure, offer to find the information or direct them to the Office/Bureau/Service/Unit (OBSU) concerned.</p> <p>1.4.1.2 If the query has multiple possible solutions, present the available solutions to the client and explain the pros and cons of each option if necessary.</p> <p>1.4.1.3 Ask if the client has any further questions or if he/she needs additional clarification.</p> <p>1.4.2 For Complex and Highly Technical Concerns: Contact/coordinate with the concerned Office, Bureau, Service, or Unit (OBSU).</p> <p>1.4.2.1 Refer the client either through the accomplished GIF or via phone call to the concerned OBSU.</p> <p>1.4.2.2 Provide the appropriate response, which the attending PACD Officer can either relay to the client or deliver directly via phone.</p>		<p>Transaction (seven (7) working days)</p> <p>c. Highly Technical Transaction (twenty (20) working days)</p>	
	1.5 After the client has been responded to, update the IGRMS or	None	2 Minutes	Attending PACD Officer

	monitoring tool and tag it as responded/resolved (whichever is applicable).			
	1.6 The client shall accomplish the Client Satisfaction Measurement Survey (CSMS) Form based on the level of satisfaction with the service/ response provided by the attending PACD Officer. 1.7 Encode the results of the survey in the CSMS database as a means of verification.	None	3 Minutes	Attending PACD Officer
TOTAL		NONE	40 Minutes	

4. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This process responds to the request for a resource person to capacitate the external 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 Section (SWIDS)
Classification:	Complex
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)
Who may avail:	All external intermediaries and stakeholders such as other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Local Government Units (LGUs), and Academe and Civil Society Organizations (CSOs)
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

1. Request Letter (1 scanned or printed copy) 2. Request Form (if applicable; 1 scanned copy)		1. Requesting party 2. Field Office (FO) Capacity Building Section (CBS) or Social Welfare Institutional Development Section (SWIDS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive, check, and log the request letter. After recording, forward the request letter to the CBS/SWIDS <i>Note: Generate copies of the request and copy furnish the ORD, ARD, and Assigned DCs for information.</i>	None	4 Hours	Director IV, Field Office II
	1.2 Receive and record the request letter, and forward it to the Section Head/OIC/ for review of the request.	None	2 Hours	Director IV, Field Office II
	1.3. Receive and review the request letter, and forward it to the assigned staff for processing.	None	4 Hours	Chief, Policy and Plans Division
	1.4. Review the completeness of the request. 1.4.1 If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists 1.4.2 If not complete, coordinate with the requestor to complete the details.	None	4 Hours	Chief, Policy and Plans Division

	<p>Note: <i>If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall check the available list and offer to change the RP if there shall be an available RP on top of the preferred one.</i></p> <p><i>If the request letter provides unclear information, send the Request Form to the requester</i></p>			
	<p>1. 5. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on their availability.</p> <p>Note: <i>If the supervisor of the CGS member will not be able to respond within an hour, assigned CBS/SWIDS staff shall email the CGS member with the details of the request.</i></p> <p>1.5.1. If the senior specialist is not available, coordinate with the prospective RPs in the following order: 1. Junior Specialist (JS) 2. Program Focal (PF) 3. SWDL-Net Member</p>	None	18 Hours	Chief, Policy and Plans Division

	<p>4. Other DSWD Experts</p> <p>1.5.2. If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>1.5.2.1. If the requester is amenable to changing the date, the same process of coordination, following the sequence, shall be done.</p> <p>Note: <i>If an RP is available, send a confirmation slip for approval of the immediate supervisor of the RP</i></p>			
	<p>1.6. Prepare and forward the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>1.6.1. If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret.</p>	None	8 Hours	Chief, Policy and Plans Division
	<p>1.7. Review and forward the confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p>1.7.1. <i>with corrections:</i> Return the Confirmation Letter/ Regret Letter and draft RSO to the assigned CBS/ SWIDS staff.</p>	None	4 Hours	Director IV, Field Office II

	<p><i>1.7.2. with no correction:</i> Forward the Confirmation Letter/ Regret Letter, and RSO to the Regional Director.</p> <p>Note: Forward the RSO to the DC of the RP for countersigning before submission for approval of the RD</p>			
	<p>1.8. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>1.8.1. if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>1.8.2. If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forward to CBS/SWIDS Administrative Staff.</p>	None	8 Hours	Director IV, Field Office II
	<p>1.9. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester. Then provide the RP supervisor with an RSO/ Referral Letter to SWD L-Net Member.</p> <p>Encode the rest of the details of the request to the Database.</p>	None	3 Hours and 50 minutes	Chief, Policy and Plans Division
2. Accomplish CSM Survey	2.1 Administer the accomplished CSMS	None	10 minutes	Chief, Policy and Plans Division

	Form (google form), convert it to PDF then forward to the Document Custodian via Email.			
TOTAL		None	7 Days	

5. Rendering Legal Opinion and Advice on Matters Brought by External Clients (Written Request)

This process covers rendering legal assistance, through legal advice or opinion, to external clients on matters concerning the DSWD's formal mandate and exercise of official powers and functions.

Office or Division:	Legal Unit (LU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens G2B – Government to Business			
Who may avail:	External Individual or Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/Scanned copy of one (1) duly signed Request Letter with supporting documents indicated in the letter		Provided by the requesting party (hardcopy/email)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with attached related documents	1. Receive and screen the completeness of the documents and details of the client: name, address, contact details, electronic mail address.	None	10 minutes	Director IV, Field Office II
	1.2 Assign a Lawyer or Legal Assistant (LA) to act on the request, with	None	Within the day (8 working hours)	Director IV, Field Office II

	further instruction, if any.			
	1.3 Study the request and submit the draft legal opinion/advice to the LS Director.	None	up to 5 working days-Complex Transactions up to 16 working days-Highly Technical transactions	Director IV, Field Office II
	1.4 Review the draft.	None	up to 5 working days-Complex Transactions up to 16 working days-Highly technical transactions	Director IV, Field Office II
2. Receive the response letter/email. 2.1 Accomplish the Customer Feedback Form and returns the same to the Legal Unit (via email or hard copy).	2. Release to the requesting party through the Records and Archives Management Service (RAMS) and/or electronic email. 2.1 The link for the CSMF shall be included in the response letter/ email communication.	None	10 minutes	Director IV, Field Office II
	TOTAL	None	20 Days	

6. Technical Assistance on Program/Project Development or Enhancement

This refers to provision of technical assistance on program development or enhancement which includes problem analysis, research for program development, designing,

documentation, pilot testing and evaluation of social technologies, programs and projects. This process shall apply to the STB and STUs based on the needs presented by primary customers. This covers the review of requests, preparation of a reply letter for requests for comments, or a memorandum containing the recommendation, actual activity on TA provision (if needed), and next steps based on a coordination meeting on the requested technical assistance.

Office or Division:	Social Technology Unit (STU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the requesting LGU, NGO, or NGA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for technical assistance along program/ project development or enhancement to Social Technology Unit (STU) through: a. Letter signed by the Requesting Party, in any form; b. Accomplished Request Form;	1. Receive and Record the request	None	2 hours	Director IV, Filed Office II
	1.2 Prepare, review, and send response to the requesting party	None	7 days	Director IV, Filed Office II
	1.3 If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means: a. Activity Flow b. Powerpoint Presentation c. Attendance Sheet d. Other logistical requirements	None	5 days Note: Turn around time does not include days between sending a response and actual conduct of activity.	Director IV, Filed Office II

c. E-mail				
TOTAL If the Technical Assistance requested may be provided via official communications.		None	7 days	
If without physical/online Technical Assistance Session			2 hours	
If the request involves conduct of actual technical assistance activity			12 days	
If with physical/online Technical Assistance Session			2 hours	

**PANTAWID PAMILYANG PILIPINO PROGRAM
MANAGEMENT OFFICE
(PPPMO)**

EXTERNAL SERVICES

1. Grievance Intake and Response

The Grievance Intake and response is the initial phase of the whole GRS process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Standard Operating Procedure only covers walk-in transactions.

As a general rule, anyone may **accept** a grievance, request, and inquiry but only the City/Municipal Link and grievance officers may ascertain its validity and thereafter **intake** the grievance. To 'accept' a grievance is to receive the transaction but to 'intake' is to record the transaction after ascertaining its validity. Intake and response require technical know-how about the GRS, particularly on the procedures in resolving the specific types and subtypes of grievances.

Office or Division:	Pantawid Pamilyang Pilipino Program (4Ps) Management Office (PPPMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	4Ps Beneficiaries and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. INTAKE: 1. 4Ps ID or 1 valid ID (Original Copy), Any Proof of grievance, if available		4Ps Assistance Desk, Grievance Redress System (GRS)		
II. RESPONSE: 1. Client Satisfaction Form (CSF) (1 form per client)		4Ps Assistance Desk, GRS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INTAKE				
1. Present the 4Ps ID for 4Ps beneficiary. or 1 valid ID for non-4Ps.	1. Verify the identity of the client if 4Ps beneficiary or non-beneficiary	None	2 minutes	Chief, PPPMO
2. Proceed to the 4Ps Assistance	2.1 Verify the client's identity and	None	5 minutes	Chief, PPPMO

Desk for verification of identity.	assess/evaluate the received complaint/s. Note: Refer to the <i>Grievance Redress System Field Manual for guidance on the intake of grievances.</i>			
II. RESPONSE				
3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported.	3.1. If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).	None	5 minutes	Chief, PPPMO
	3.2. Encode the transaction correctly and completely in the GRS Information System. <i>*For instances when the GRS Information System is inaccessible, the staff may use the Client Assistance Form to intake the grievance.</i>	None	5 minutes	Chief, PPPMO
	3.3. Check the supporting documents provided, if available.	None	2 minutes	Chief, PPPMO
	3.4. Assess all the data and information available and discuss with the client the findings and next steps to take. 3.4.1 <i>If all information is readily available to resolve the case.</i> <i>*Resolve the grievance and provide feedback to the client. and proceed to step 6.</i>	None	15 minutes	Chief, PPPMO

	<p>3.4.2 If other information is needed and the grievance cannot be resolved immediately,</p> <p>3.4.2.1 Explain to the client the process that will be undertaken in processing the grievance, and inform the client that he/she will be contacted thru his/her mobile number.</p> <p>3.4.2.2 Print and provide a copy of the encoded transaction to the client.</p> <p><i>*For instances when the GRS Information System is inaccessible, the client will be given an acknowledgment receipt found at the bottom of the Client Assistance Form.</i></p>			
4. Wait for the updates on the status of the grievance within three (3) days.	4.1 Endorse the transaction to the concerned office (Provincial Operations Office, and/or other Division) for processing and updating of the transaction in the GRS Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.	None	7 hours	Chief, PPPMO
	4.2 Send an email notification to the Provincial Grievance Officer to inform him/her.)	None	6 minutes	Chief, PPPMO
	4.3 Monitor the status of the transaction and check for updates from	None	2 Days	Chief, PPPMO

	the concerned office in the GRS Information System.			
5. Receive update/feed back on the status of the grievance.	5.1 Provide the client update/feedback about the status of his/her concern either through text messaging or phone call. <i>*For instances when the client did not provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	5 minutes	Chief, PPPMO
	5.2 Update the status of the transaction in the GRS Information System.	None	5 minutes	Chief, PPPMO
6. Accomplish the client satisfaction measurement Form	6.1 Administer the Client Satisfaction Measurement Survey Form.	None	5 minutes	Chief, PPPMO
	6.2. Analyze the data collected and include in the Client Satisfaction Measurement Report.	None	5 minutes	Chief, PPPMO
Total	If the grievance is resolved outright	None	44 minutes	

POLICY AND PLANS DIVISION (PPD)

EXTERNAL SERVICES

1. Accreditation of Civil Society Organizations (CSOs) - Organized by the Sustainable Livelihood Program (SLP)

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program Organized by the Sustainable Livelihood Program (SLP).

Office or Division:	Standards Section (SS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All eligible Beneficiary CSOs organized by the Department through SLP.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Eligibility (CoE) (1 certified true copy) <i>*The issuance of COE is subject to compliance with SLP existing guidelines.</i>		Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO)		
2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project) (1 original copy)				
Note to Applicant: <i>The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents	1.1 Log the receipt of the application to the document tracking system (DTS)/Logbook. Refer to the concerned unit.	None	1 day	Head, Standards Section
2. Wait for the result of the assessment	2.1. If Complete and Compliant: 2.1.1. Receive the documentary requirements	None	2 days	Head, Standards Section

	2.2. If found incomplete or non-compliant: 2.2.1. Prepare a memo to the SLP-RPMO returning the application documents for compliance.	None	2 days	Head, Standards Section
3. Receive the issued Certificate of Accreditation and accomplish the Client Satisfaction Measurement Form	3.1 Forward the signed memo to SLP-RMPO with the signed certificates and secure receiving copy.	None	1 day	Head, Standards Section
	3.2 Forward the signed memo to ICTMS for posting to the Field Office website.	None	4 hours	Head, Standards Section
	3.3 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board	None	55 minutes	Head, RICTMS
	3.4 Administer Client Satisfaction Measurement Survey Form (online or paper-based)	None	5 minutes	Head, Standards Section
TOTAL For Complete and Compliant:		None	7 working days	
For Incomplete Submission:		None	30 minutes	

2. Approval for the Conduct of Research Study and Acquiring Primary Data from DSWD Officials/Personnel, Beneficiaries, and Clients

This external service outlines DSWD's "research protocol", including review, submission, and approval processes for research requests. It aims to streamline the process for researchers to submit complete applications and ensure timely approvals.

Requests for primary data for academic, policy or program development purposes, shall be part of the scope of this procedure. However, it does not cover the following research study-related activities/requests:

1. Requests for secondary data (refer to Memorandum Circular No. 1, s. of 2023);

2. Review and approval of in-house, joint, or outsourced researches initiated by the Department (refer to DSWD-PDPB-SOP-003);
3. Review of DSWD-initiated studies per ethical standards (refer to Memorandum Circular No. 8, s. of 2022);
4. Conduct of Time and Motion studies for process mapping and re-engineering of programs and services under the EODB Law; and
5. Conduct of Regulatory Impact Assessment of DSWD programs and services.

Office or Division:	Policy Development and Planning Section (PDPS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	External researchers (e.g., students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers, including DSWD personnel researching to pursue higher academic education) who intend to conduct research studies related to or involving the DSWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If request shall not undergo Research Protocol:				
1. Request letter (1 copy)		Researcher		
2. Research instruments and/or Data gathering tools, if applicable (1 copy)		Researcher		
If the request shall undergo Research Protocol:				
1. Request letter (1 copy)		Researcher		
2. Research Request Form (1 copy)		PPD-PDPS		
3. Research Brief (1 copy)		PPD-PDPS		
4. Research Instruments and/or Data Gathering Tools (1 copy)		Researcher		
5. Informed Consent Forms (1 copy)		Researcher		
6. Data Privacy and Consent Form (1 copy)		PPD-PDPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1. Receive the request letter addressed to	None	2 hours	Chief, PPD

and/or the research request documents	<p>the Regional Director/ PPD Chief/PDPS Head and/or the research request documents and ensure the details are encoded in the office's document tracking/ monitoring system, and the researcher is furnished with a receiving copy of the request letter.</p> <p>1.2. Orient the Researcher/s on the process and provide them copies of the printed/ digital Information, Education and Communication (IEC) Materials and Citizen's Charter detailing the process flow and requirements</p> <p>1.3. If the request is received through email, reply and acknowledge receipt with attached digital leaflets/ IEC materials and Citizen's Charter showing the process flow and requirements.</p> <p>1.4. Endorse to the Policy Development and Planning Section Head for</p>			
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	assignment and further instructions (if any) to the concerned technical staff.			
	<p>1.5. Review the request and assign to available Technical Staff</p> <p>1.6. Request for secondary data will be coursed through the DSWD FOI Portal or FOI Receiving Officer and will be forwarded to the concerned OBSU/ODSU. For non-confidential information falling within the PDPB's scope, the request will be forwarded to the relevant division without the need for CSMS administration.</p>	None	4 hours	Planning Officer IV, PDPS
	<p>1.7. Review the request as to the following:</p> <p>1.7.1. Area/region of coverage (<i>refer to MC 27, s. 2024 Section VIII Item 5</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office.</p> <p>1.7.2. If the request falls within the scope of the office, assess if it shall undergo research protocol using the</p>	None	2 hours	Planning Officer IV, PDPS

	<p><i>Checklist for Reviewing Research</i></p> <p>1.7.3. Check if the request needs to secure a Data Sharing/ Non-Disclosure Agreement (DSA/NDA). If so, endorse to the concerned office/ Compliance Officer for Privacy (COP) for review and onward facilitation of DSA/ NDA. Note that the DSA/NDA can be processed alongside research approval, but data gathering will not commence until the DSA/NDA is approved, even if the research request has been approved.</p> <p>1.8. Determine if it will undergo research protocol:</p> <p>1.8.1. <i>If the request will undergo research protocol</i> - Check for completeness of submitted requirements. If incomplete, assist the researcher in the completion of documentary requirements and provide orientation on the research</p>			
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	protocol. Pause and resume tracking working hours and days upon completion of requirements.			
	<p>1.8.2. If the request will not undergo research protocol (refer to MC No. 27, s. 2024, Section VI. Item No. 1) - Endorse researcher to the concerned DSWD OBSUs using the Endorsement of Research Request Form.</p> <p>a. For walk-in requests, give the researcher a copy of the signed Endorsement of Research Request Form and endorse him/her to the concerned OBSUs</p> <p>b. For requests via email, copy furnish the researcher in the forwarded Endorsement of Research Request Form to the concerned OBSUs</p>	None	4 days <i>(only for requests that will not undergo research protocol)</i>	Planning Officer IV, PDPS
	1.9. For requests with complete documentary requirements, proceed to the review of the research request in	None	7 days	Planning Officer IV, PDPS

	consultation with the concerned offices using the Research Review Checklist for External Research Requests. 1.10. Receive the comments/ inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request.			
	1.11. PDPS shall provide their inputs/ recommendation directly on the memorandum of recommendation for approval.	None	1 day	Planning Officer IV, PDPS
	1.12. If recommended for approval, prepare recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs. 1.13. If not recommended for approval, communicate the decision to the	None	1 day	Planning Officer IV, PDPS

	<p>researcher and inform them of relevant revisions that are needed to be made. Two(2) days will be given to the researcher to officially respond, through a letter or email, if they will continue or terminate their request.</p> <p>1.14. If pursuing the request, the researcher shall submit a revised proposal based on DSWD's comments then go back to Step 1.9. Note that the tracking of hours / days will pause and only resume once it reaches Step 1.9.</p>			Researcher
	<p>1.15. PPD Chief to approve/ disapprove request based on recommendations</p> <p>1.15.1. If Approved - Inform researcher and endorse him/ her/ the to the concerned office/division.</p> <p>1.16. Coordinate with the concerned office/division where the research request was endorsed and assist the researcher in matters related to conduct of data gathering activities.</p>	None	2 days	<p>Chief, PPD</p> <p>Planning Officer IV, PDPS</p>

	1.17. No - Go back to Step 1.13. (Continuation or Termination of Request)			
TOTAL		None	5 days (non-protocol); 12 days (protocol)	

3. Data Sharing – List of Data Subjects

Generation of datasets with Personal Information (PI) and Sensitive Personal Information (SPI) with a Data Sharing Agreement (DSA)

Office or Division:	National Household Targeting Sections (NHTS)				
Classification:	Highly Technical				
Type of Transaction:	Government to Government (G2G) and Government to Citizen (G2C)				
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), District Representatives, Government-Owned and Controlled Corporations (GOCCs) Non- Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. One (1) original copy of accomplished Data Sharing Agreement (DSA) 3. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer (DPO) 4. One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and </td><td> Provided by the Requesting Party </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. One (1) original or copy of Letter of Request (indicating reasons for the request and specific data sets expected to be acquired from the Listahanan database) 2. One (1) original copy of accomplished Data Sharing Agreement (DSA) 3. One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer (DPO) 4. One (1) original/copy of Privacy Manual or approved document/s on the security measures in place which indicates the data protection procedures and	Provided by the Requesting Party
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<p>processes of the office/agency in addressing breaches</p> <ol style="list-style-type: none"> 5. One (1) original/copy of list of identified staff who will access, process, and safeguard the Listahanan data including the data processing to be employed 6. Hardware and Security Component with supporting images and specifications 7. One (1) original/copy of Documentation of physical security measures in place 8. One (1) original copy of the Resolution of Governing Board authorizing head of agency to enter into a data sharing agreement with DSWD (only for NGOs, CSOs, and Private Foundations) 9. One (1) original/copy of Valid Proof of Identities of the agency head and their designated DPO/s (only for NGOs, CSOs, and Private Foundations) 10. One (1) original/certified true copy of Valid documents indicating the legitimacy of the organization (only for NGOs, CSOs, and Private Foundations) <p><i>For Local Government Unit (LGU):</i></p> <ul style="list-style-type: none"> • The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD • The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request with attached	1.1 Receive and record the request in the document transaction/ tracking system.	None	10 minutes	Chief, PPD

electronic copy of the data requirements (if available) to NHTS.	1.1.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results.			
	1.1.2 Forward the request to the Director for approval.			
	1.2 Input comments and decide if the request is for processing or not, then endorse it to the NHTS Policy and Plans Division (PPD) Chief.	None	1 hour	Director IV, Field Office II
	1.3 Input recommendations and endorse it to the NHTS IT Officer	None	1 hour	Chief, PPD
	1.4 Inform the requesting party on the approval or disapproval of the data request based on the DSWD MC 15, s. 2021. <ul style="list-style-type: none"> • If approved- the orientation will be scheduled including the preparation of the other documentary requirements not included in the submission of letter of request. • If disapproved- Inform the requesting party of the disapproval highlighting the grounds for such 	None	2 hours	Project Development Officer IV, NHTS

	denial through writing. (<i>End of process</i>)			
2. Attend the scheduled orientation with the NHTO ACBS and Inspection Team/ NHTS designated personnel & Inspection Team.	2.1 Orient the requesting party about the Listahanan, Data Privacy Act of 2012, MC 15, s. 2021, and data sharing requirements. 2.1.1 Issue Certificate of Orientation on the Data Privacy Act (DPA) of 2012. 2.1.2 Send to the requesting party via email the copy of the law, IRR and the issuances of NPC together with the issuance of Certification on the Acknowledgement Receipt of the said law/policies.	None	2 hours	Project Development Officer IV, NHTS
3. Submit the signed Data Sharing Agreement (DSA) and other documentary requirements not included in the submission of letter request.	3.1 Review all documentary requirements including DSA submitted by the requesting party. 3.1.1 Schedule with the requesting party on the conduct of virtual/physical inspection meeting	None	2 days	Project Development Officer IV, NHTS
4. Present the IT facilities to the NHTO Inspection Team.	4.1 Conduct virtual/physical inspection of IT facilities of the requesting party.	None	1 day	Project Development Officer IV, NHTS

	4.1.1 Issue Certifications (Certification of Physical Set-up, Organization, Technical and Security Set-up)			
	4.2 Certifications and documentary requirements will be attached to the accomplished DSA and for endorsement to the Department's/Regional DPO.	None	2 hours	Project Development Officer IV, NHTS
	4.3 Assess the accomplished DSA, and documentary attachments. Once approved, the DPO will endorse the DSA for the signature of the Regional Director.	None	1 day	Chief, PPD
	4.4 Review and sign the DSA. The signed DSA will be endorsed to the NHTS for data processing.	None	2 days	Director IV, Field Office II
	4.5 Generate the requested data.	None	1 day	Project Development Officer IV, NHTS
	4.6 Review result of the data generation	None	1 day	Project Development Officer IV, NHTS
	4.7 Secure the data by adding password protection to the file. 4.7.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive. ● Other electro-mechanical storage	None	3 hours	Project Development Officer IV, NHTS

	<p>device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party.</p> <ul style="list-style-type: none"> Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>4.7.2 Counter sign in the DRF.</p> <p>4.7.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	4.8 Track and scan the documents upon releasing the result to the requesting Party.	None	10 minutes	Project Development Officer IV, NHTS
5. Call NHTS for retrieval of password upon receipt of the result.	5. Provide the password of the file to the requesting party thru phone upon inquiry and administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	Project Development Officer IV, NHTS
TOTAL: <i>*with possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party.</i>		None	9 days, 3 hours, and 30 minutes	

4. Data Sharing – Name Matching

Provision of data corresponding the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status.

Office or Division:	National Household Targeting Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen (G2C)
Who may avail:	All National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs) Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), the Academe, and Private Foundations for the purpose of utilizing the data for social protection programs.
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> One (1) original or copy of letter of request (Indicate reason for name matching) One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following: <ul style="list-style-type: none"> Complete name (Last name, First Name, Middle Name, Extension Name) Birth Date (YYYY-MM-DD format) Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay One (1) original Valid Proof of Identities of the Personal Information Controller (PIC), Data Protection Officer (DPO), Compliance Officer (COP) One (1) original copy of Data Sharing Agreement (DSA) signed by the: (1) Head of Office as PIC, (2) designated DPO or COP One (1) original/photocopy of List of Personnel who will access, process, and 	WHERE TO SECURE Provided by the Requesting Party

safeguard the Listahanan data, including the employed data processing 6. One (1) original Copy of the Resolution of Governing Board authorizing head of agency (NGOs, CSOs, and Private Foundations) <i>*For Local Government Unit (LGU):</i> <ul style="list-style-type: none"> The letter of request shall be signed by the Local Chief Executive (LCE) accompanied by a Sanggunian resolution authorizing the LCE to enter a data sharing agreement with the DSWD The DSWD Regional Director (RD) and the incumbent LCE shall sign the DSA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive the request 1.1.1 Endorse request to the Regional Director	None	10 minutes	Director IV, Field Office II
	1.2 Provide instruction to facilitate/review the request. 1.2.1 Endorse to the Policy and Plans Division (PPD) Chief	None	1 hour	Director IV, Field Office II
	1.3 Provide recommendations on the request 1.3.1 Endorse to the RFC to inform the client on the status of their request	None	1 hour	Chief, PPD
	1.4 Inform the requesting party of the status of the approval /disapproval of the request based on the DSWD MC 15, s. 2021.	None	20 minutes	Project Development Officer IV, NHTS

	<ul style="list-style-type: none"> • If disapproved -Inform the requesting party of the disapproval highlighting the grounds for such denial through writing. <i>(End of process)</i> • If approved – Notify and provide the DSA and documentary requirements to the client 			
2. Provide the documentary requirements and the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the DSA submitted by the client. <ul style="list-style-type: none"> • Non-Compliant – Inform the client regarding the incomplete requirements via email. • Compliant – <ol style="list-style-type: none"> a. Facilitate the DSA and endorse to the DPO and the Office of the Regional Director for signature b. Endorse the signed DSA to Information Technology Officer for processing 	None	2 hours	Project Development Officer IV, NHTS
	2.2 Review the compliance of the electronic copy of names with the required template/ format: <ul style="list-style-type: none"> • Non-Compliant – Inform the client about the findings via email. • Compliant – Process the request within the set deadline depending on the volume or 	None	Review the compliance: 1 hour Processing of request: 1 day and 2 hrs (5,000 and below) 3 days and 2	Project Development Officer IV, NHTS

	number of names to be matched		hrs (5,001 – 50,000) 7 days and 2 hrs (50,001 – 400,000) 19 days and 2 hrs (400,001 – 1,000,000)	
3. Provide a storage device that is approved by the IT Chief or request for a Google Drive link	3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, google drive, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to PPD Chief.	None	3 hours	Project Development Officer IV, NHTS
	3.2 Sign the memorandum and endorse it to the Administrative Assistant for releasing.	None	1 hour	Director IV, Field Office II
4. Receive the documents	4.1 Track and scan the documents for record keeping. 4.1.1 Release the document to the client	None	10 minutes	Project Development Officer IV, NHTS
5. Fill out the Client Satisfactory Measurement Survey	5. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines.	None	10 minutes	Project Development Officer IV, NHTS

(CSMS)				
TOTAL <i>*With possible extension on the actual data processing depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 1 day, 5 hours and 50 minutes For 5,001 -50,000 names: 3 days, 5 hours and 50 minutes For 50-000 – 400,000 names: 7 days, 5 hours and 50 minutes For 400,001-1,000,000 names: 19 days, 5 hours and 50 minutes	

5. Data Sharing – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original/copy of Letter of Request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit a letter or email re: request for Listahanan data – addressed to the Regional Director.	1.1 Receive and record the request. 1.1.1 Forward request to Household Targeting Section (NHTS), then furnish the Regional Director and the Policy and Plans Division (PPD) a copy of the request	None	30 minutes	Director IV, Field Office II
	1.2 Review the request based on MC 15 s.2021 1.2.1 Input comment/s then endorse to the NHTS Associate Statistician	None	2 hours	Chief, PPD
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> ● Not clear a. In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. b. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. 	None	3 hours	Project Development Officer IV, NHTS

	<ul style="list-style-type: none"> • Clear Forward request to the Associate Statistician for data generation.			
	1.4 Generate the requested data from the Listahanan database, and export into excel or any format available. 1.4.1 Draft response letter to the requesting party. 1.4.2 Submit to the NHTS RFC for review.	None	1 day	Project Development Officer IV, NHTS
	1.5 Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the PPD Chief for review and recommending approval. 	None	3 hours	Project Development Officer IV, NHTS
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	Chief, PPD
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • If disapproved – Provide note on the reason of disapproval; then return the facilitated request to the NHTS for revision. 	None	5 hours	Director IV, Field Office II

	<ul style="list-style-type: none"> If Approved – Sign the response letter for data release. 			
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.2 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	Project Development Officer IV, NHTS
TOTAL		None	3 days	

6. Walk-in Name Matching Data Request

Provision of data corresponding to the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid Identification Card / Proof of Identity 2. One (1) original copy of Walk-in Name Matching Form		1. Provided by the Requesting Party 2. NHTS Grievance Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Valid Identification Card / Proof	1. Interview the client to evaluate the validity of the request as to its purpose:	None	30 minutes	Chief, PPD

of Identity and fill-out the name matching form	<ul style="list-style-type: none"> • <i>Invalid</i> – Inform the client on the grounds for the denial of the request based on the DSWD MC 15, s. 2021. <i>End of process</i> • <i>Valid</i> – Provide the name matching form upon confirming the validity of the request and proceed for processing the name matching 			
2. Receive the Name Matching result	2. Explain the result of Name Matching	None	5 minutes	Chief, PPD
3. Fill-out the Client the Satisfactory Measurement Survey (CSMS)	3. Provide the client the CSMS form per Committee on Anti- Red Tape (CART) guidelines.	None	5 minutes	Chief, PPD
TOTAL		None	40 minutes	

PROMOTIVE SERVICES DIVISION (PMD)

EXTERNAL SERVICES

1. Grievance Management Process

The Grievance Management Process at the NPMO level provides the initial implementation of facilitating the request of individual clients, and the final and full implementation of the process shall be at the Field Office (RPMO) level.

Office or Division:	Sustainable Livelihood Program – Grievance Management Committee			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of Filled-up SLP Grievance Form – for walk-in clients; 2. One (1) Copy of complaint letter received from OBSUs, NGAs, NGOs, concerned citizen, social media and others; and 3. One (1) Photocopy each of supporting documents - <i>Clients Testimony</i> - <i>Witness Testimony (if necessary)</i> - <i>Barangay / Police Report (if necessary)</i>		Sustainable Livelihood Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients shall ratify or concur on the Data Privacy Consent's content. <i>*Proceed to customer step number 2 after approval.</i>	1. Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012. <i>Brief orientation on the SLP Processes</i>	None	3 Minutes	Chief, Promotive Services Division
2. Fill-up the walk-in logbook	2.1 Instruct the client to register in the Walk-in Clients Log Book.	None	2 minutes	Chief, Promotive Services Division

	2.2 Conduct the initial interview on the complaint.	None	10 minutes	Chief, Promotive Services Division
3. Fill-out the SLP Grievance Form	3.1 Request the client to fill out the SLP Grievance Form.	None	10 minutes	Chief, Promotive Services Division
	3.2 Validate any lacking information of the client/s as necessary.	None	3 Minutes	Chief, Promotive Services Division
4. Received the Walk-in Client Slip	4.1 Issue SLP Walk-in Client Slip. 4.1.1 Certify that clients appeared at the SLP NPMO	None	3 Minutes	Chief, Promotive Services Division
5. Fill-out the CSMF	5.1 Request the client to fill-out the Client Satisfaction Measurement Form	None	5 Minutes	Chief, Promotive Services Division
	5.2 Encode client/s profile in the SLP Referral Management System (SLP GMS)	None	5 minutes	Chief, Promotive Services Division
	5.3 Classify the complaint / grievance.	None	3 Minutes	Chief, Promotive Services Division
	5.4 Validate if the findings are valid. If invalid, notify the concerned process owner for the invalid findings, and validate lacking information of the client/s as necessary.	None	10 minutes	Chief, Promotive Services Division
	5.5 Encode the details in the SLP GMS and EDTMS	None	6 minutes	Chief, Promotive Services Division
	5.6 Refer/ Endorse the Grievance for verification to concerned DSWD Field Offices, OBSUs, NGAs, NGOs, CSOs and other institutions.	None	8 hours	Chief, Promotive Services Division

	5.7 Monitor and follow-up feedback/ updates to concerned FOs	None	3 days (simple) 7 days (complex) 10 days (highly technical)	Chief, Promotive Services Division
	5.8 Classify the Complaint / Grievance.	None	3 Minutes	Chief, Promotive Services Division

FOR GRIEVANCES AT THE SLP- REGIONAL LEVEL:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>5.9 Processing of Grievance</p> <p>For Non-Cognizable Grievance (Simple Transactions) - Does not require verification</p> <p>The GRMO shall provide technical assistance, explain and orient on program implementation.</p>	None	7 days	<p>Fact Finding Team</p> <p>(For Non-cognizable Grievance)</p>
	<p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the</p>	None	10 days	<p>SLP Regional Grievance Management Committee</p> <p>(For Cognizable Grievance)</p>

	SLP Regional Grievance Management Committee (RMGC) shall collaborate to include the deployment of Fact-Finding Team.			
	Gather data and other essential information in order to determine the reasons/ factors that trigger the filing of grievance.			
	5.10 The Fact-finding team shall conduct field visits for assessment/ validation, investigation and other duties and responsibilities under GMP.	None	3 days	SLP Regional Grievance Management Committee
	5.11 Include in the feedback other essential information, reasons or factors that trigger the filing of grievance.	None	3 days	Fact Finding Team
	5.12 Provide recommendation and decision for endorsement to concerned OBSUs towards the resolution of the grievance.	None	1 day	SLP Regional Grievance Management Committee
	5.13 Provide feedback to the complainant on the action taken.	None	1 day	Chief, Promotive Services Division
	5.14 The SLP RGMC shall endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution.	None	1 day (FO RGC)	SLP Regional Grievance Management Committee
	5.15 The SLP RGMC shall endorse gathered information/	None	1 day	Chief, Promotive Services Division

	<p>documentation to Management (FO RGM/AG-AC/RD)</p> <p>5.15.1 Endorse the gathered documentation for submission to the Office of the Secretary</p> <p>5.15.2 Process the gathered SLP RGM information or documentation based on the existing guidelines.</p> <p>LGU Employees- Endorse to the Local Government Unit – Local Chief Executives</p> <p>5.15.3 Endorse SLP RGM information/ documentation in the form of Grievance Management Report to the Regional Director for action.</p> <p>5.15.4 Endorse SLP RGM information/ documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee.</p>			
	5.16 Issuance of Resolution based on the decision by the authority.	None	2 days	Chief, Promotive Services Division

	If Resolution was issued by the: PC – Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO – The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC – Appeal process by Office of the Secretary or OBSUs concerned.			
	5.17 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. 5.17.1 Encode in the SLP Grievance Tracker.	None	1 day	Chief, Promotive Services Division

FOR GRIEVANCES AT THE SLP- PROVINCIAL LEVEL:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.9 Processing of Grievance. For Non-Cognizable Grievance (Simple Transactions) The Non-Cognizable (invalid) grievance does not require verification The GRMO shall provide Technical Assistance, simple explanation, and	None	7 working days	Fact Finding Team (For Non-Cognizable Grievance)

	<p>orientation on program implementation.</p> <p>For Cognizable Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>5.9.1 Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p>	None	10 days	SLP Regional Grievance Management Committee (For Cognizable Grievance)
	<p>5.10 Assess grievances and sort based on the validity or gravity.</p> <p>5.10.1 Ensure the accomplished forms, prepare letters of acknowledgement.</p> <p>For Non – cognizable Grievance (invalid) - Does not require verification</p> <p>5.10.2 Encode in the Database.</p>	None	1 day	Chief, Promotive Services Division

	5.11. Non-Cognizable Grievance (Simple Transactions) 5.11.1 The PGMO shall provide technical assistance, explain and orient on program implementation.	None	1 day	Chief, Promotive Services Division
	5.11.2 Endorse all major grievances to RPMO.	None	1 day	Chief, Promotive Services Division
	5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance.	None	4 days	Chief, Promotive Services Division
	5.13. Endorse data gathered and other essential information to the RPMO.	None	1 day	Chief, Promotive Services Division
	5.14. Provide feedback to the complainant on the actions taken.	None	1 day	PGMO
	5.15. Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.15.1 Encode in the SLP Grievance Tracker.	None	1day	Chief, Promotive Services Division

FOR GRIEVANCES AT THE SLP- MUNICIPAL LEVEL:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.9 Assess grievances (e.g. involvement of PDO) and sort based on the validity or gravity.	None	2 hours	Chief, Promotive Services Division

	5.9.1 Secure the accomplished forms, prepare letter of acknowledgement. 5.9.2 Encode to the Database.			
	5.10 Non-Cognizable Grievance (Simple Transactions) The FPDO shall provide technical assistance, explain, and orient on program implementation.	None	3 days	Chief, Promotive Services Division
	5.11 Endorse all major grievances to the RPMO.	None	1 day	Chief, Promotive Services Division
	5.12 Gather data and other essential information to determine the reasons or factors that trigger the filing of grievance. 5.12.1. The PGO shall check the involvement of the PDO.	None	1 day	Chief, Promotive Services Division
	5.13. Provide feedback to the complainant on the action taken.	None	1 day	Chief, Promotive Services Division
	5.14 Monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed by the involved persons/parties. 5.14.1. Encode in the SLP Grievance Tracker.	None	1 day	Chief, Promotive Services Division
Activities to be undertaken by the RPMO		None	For Simple - 4 Days and 1 Hour For Complex - 8 Days and 1 Hour	

		For Highly Technical - 11 Days and 1 Hour
For Grievances at the SLP- Regional Level	None	30 Days
For Grievances at the SLP- Provincial Level	None	27 Days
For Grievances at the SLP- Municipal Level	None	7 days and 2 Hours
<i>*The processing of grievances is based on the Guidance Note on the Grievance Management Process of the Sustainable Livelihood Program.</i>		

2. Process for Referrals received through Individual/Group/ Association or organization referred from OBSUs, NGAs, NGOs, CSOs, LGUs and Other Institutions

The process for referrals received by the Sustainable Livelihood Program - National Program Management Office (SLP-NPMO) or SLP Regional Program Management Office (RPMO) aims to enumerate the steps and procedures that the referring office, client and concerned DSWD personnel to undertake to efficiently facilitate the request for livelihood assistance of referred individuals received by the DSWD SLP-NPMO or SLP RPMO.

Office or Division:	SLP - Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for Livelihood Assistance Grants		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others		
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-NPMO/RPMO:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application for livelihood assistance	1.1 The PDO/RMO shall acknowledge the receipt of individual referral applications for	None	10 minutes	Chief, Promotive Services Division

from SLP-NPMO, OBSUs, NGAs, NGOs, CSOs, LGU, and other institutions through email.	livelihood assistance through email.			
	1.2 The PDO/RMO shall check and review the completeness of the client's information and validate lacking information, if any.	None	10 minutes	Chief, Promotive Services Division
2. Wait for the call/email/text or personal visit of the PDO from the SLP-RPMO.	<p>2.1 For the SLP-RPMO:</p> <p>2.1.1 Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>2.1.2 The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, the RPMO shall conduct name-matching with the Listahanan 3 Database.</p>	None	6 hours	Chief, Promotive Services Division

	<p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps targets of SLP and tagged “No Match” in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients that are found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	2.2. The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	Chief, Promotive Services Division
	2.3. The RMO shall email, text, or call the referring party and clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	Chief, Promotive Services Division

ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				
3. Wait for the call/ email/ text or personal visit of the IPDO from the SLP-Provincial Office.	3.1 The PC shall acknowledge receipt of the memorandum from the RPC through email.	None	10 minutes	Chief, Promotive Services Division
	3.2 The PC shall review the completeness of the client's information. 3.2.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to conduct succeeding steps for the referred applicant	None	2 hours	Chief, Promotive Services Division
	3.3 The IPDO shall email, text, or call applicant/s to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	Chief, Promotive Services Division
4. Undergo the SLP Means Test	4.1 If the referred client is tagged as no-match in the Listahanan 3 Database: 4.1.1 The IPDO shall administer the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.	None	6 hours	Chief, Promotive Services Division

	<p>If qualified in the SLP Means Test - proceed to client step 5.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the RD</p>			
5. Accomplish the SLP Data Privacy Consent Form	<p>If the referred client is found in the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP, tagged as Poor in the Listahanan and tagged as “no-match” in the Listahanan but qualified in the SLP Means Test:</p> <p>5.1 The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.</p>	None	10 minutes	Chief, Promotive Services Division
	<p>5.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs,</p>	None	15 minutes	Chief, Promotive Services Division

	he/she shall sign or place his/her thumb mark in the consent form			
6. Participate in the SLP Orientation	6. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities, and Program Eligibility Requirements.	None	30 minutes	Chief, Promotive Services Division
7. Accomplish the Letter of Intent or SLP Waiver Form.	7. The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants while for clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form .	None	15 minutes	Chief, Promotive Services Division
8. Accomplish the SLP Profile Form	8. The IPDO shall assist the client in accomplishing the SLP Profile Form.	None	20 minutes	Chief, Promotive Services Division
9. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>9. The IPDO shall assist the administration of the Livelihood Skills Assessment Form (LSAF).</p> <p>For those who passed the LSAF and decided to continue, proceed to client step 10.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form</p>	None	6 hours	Chief, Promotive Services Division

10. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills Training (BEST1)	10.1 Conduct of MEDT1 or BEST1 For the clients qualified for MD Track - The IPDO shall conduct MEDT 1 for all MD Track. For the clients qualified for EF track - The IPDO shall conduct BEST 1 for all EF Track. For the participants who decided not to proceed - The clients must sign the SLP Waiver form. Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i>	None	4 hours	Chief, Promotive Services Division
	10.2 The IPDO shall update the client's information in the SLP Information System (SLPIS).	None	30 minutes	Chief, Promotive Services Division
11. Prepare and sign the Modality Application Form (MAF)	11. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	Chief, Promotive Services Division

12. Receive the SLP Grant	12.1 The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for the review and approval of the MP.	None	6 hours	Chief, Promotive Services Division
	12.2 Project Proposal Review at the Provincial Level. The PC shall review the MP using the Project Assessment Tool (PAT). <i>Note: MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i>	None	1 day	Chief, Promotive Services Division
	12.3 Project Proposal Review at the Regional Level. The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	Chief, Promotive Services Division
	12.4 Project Proposal Approval. The RD shall approve the MP prior to processing. 12.4.1 Project Proposal Processing. After the approval of the RD, the project proposal shall undergo review	None	2 days	Chief, Promotive Services Division

	by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.			
	12.5 Process the Disbursement Voucher.	None	2 days	Chief, Financial Management Division (FMD)
	12.6 Preparation for Grant Releasing 12.6.1 The IPDO shall monitor the issuance of the approved check for disbursement. 12.6.2 The IPDO shall notify the program participant/s for the release of the check through text, email, call, visit, etc.	None	1 day	Chief, Promotive Services Division
	12.7. Grant Releasing 12.7.1 The IPDO to coordinate with the client for the schedule of grant releasing 12.7.2 The IPDO to conduct Financial Literacy Training before the grant releasing 12.7.3 The client shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	Chief, Promotive Services Division
13. Fill out the Client Satisfaction	13.1 Administer the CSMF with assistance from the IPDO.	None	5 minutes	Chief, Promotive Services Division

Measurement Form (CSMF)	13.2. The IPDO shall update the client's information to the SLP IS.	None	30 minutes	Chief, Promotive Services Division
Activities to be undertaken by SLP - NPMO/SLP - RPMO		None	7 hours	
Activities to be undertaken by SLP – RPMO		None	11 days and 5 hours	
TOTAL		None	12 days and 4 hours	

3. Process for the Provision of Livelihood Assistance to Walk-in Clients

The process for Walk-in Individuals Seeking Livelihood Assistance aims to enumerate the steps and procedures that the client and concerned DSWD personnel undertake to efficiently facilitate the request for livelihood assistance of individuals that personally appeared at the DSWD Sustainable Livelihood Program-National or Regional Program Management Offices.

Office or Division:	SLP – Regional Program Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All Qualified Walk-in Program Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of any valid identification of the client/person applying for the Livelihood Assistance Grants.		Government Agencies issuing identification cards such as SSS, Philhealth, PAG-IBIG, LTO, DFA, PRC, COMELEC, NBI and others.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the SLP Data Privacy Consent Form and Attendance Sheet	1.1 The Project Development Officer (PDO) at the SLP National Program Management Office (NPMO) or Referral Management Officer (RMO) at the SLP Regional Program Management Office	None	10 minutes	Chief, Promotive Services Division

	(RPMO) shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form.			
	<p>1.2 Request client to fill-out attendance sheet.</p> <p>For the walk-in clients from the SLP NPMO - the PDO shall request the client to fill-out the attendance sheet.</p> <p>For the walk-in clients from the SLP RPMO - the RMO shall request the client to fill-out the attendance sheet.</p>	None	30 minutes	Chief, Promotive Services Division
2. Participate in the SLP Orientation	<p>2.1 The PDO/RMO shall conduct a brief orientation to the client on the general description of SLP</p> <p>2.1.1 Facilitate the administration of the Walk-in Client Information Sheet (WCIS) to gather basic information of the clients.</p>	None	1 hour	Chief, Promotive Services Division
3. Claim the SLP Reference Slip	3. The PDO/RMO shall issue the SLP Reference Slip and inform the client of the next steps.	None	10 minutes	Chief, Promotive Services Division
4. Fill-out the Client Satisfaction	4.1 Administer the CSMF with assistance from the PDO/RMO.	None	5 minutes	Chief, Promotive Services Division

Measureme nt Form (CSMF)	<p>4.2 For the SLP-NPMO:</p> <p>4.2.1 The PDO shall prepare the endorsed memorandum to be signed by the National Program Manager to the DSWD-FO through the SLP-RPMO with complete attachments.</p> <p>For the SLP-RPMO:</p> <p>4.2.2 Once received by the SLP-RPMO, the RMO shall acknowledge receipt of individual referral applications for livelihood assistance from SLP-NPMO through email. The RMO shall check and review the completeness of the client's information as necessary and coordinate with the referring party.</p> <p>4.2.3 The RMO shall undertake name-matching to the endorsed list of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP.</p> <p>For those not found in the List of Pantawid Pamilyang Pilipino Program (4Ps) Targets of SLP - The RPMO shall conduct name-matching with the Listahanan 3 Database.</p>	None	6 hours	Chief, Promotive Services Division
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	<p>For those tagged as non-poor in the Listahanan - The RMO shall prepare a letter for endorsement of the client to stakeholders for review of the RPC and for approval by the Regional Director (RD).</p> <p>For those found in the endorsed list of 4Ps Targets of SLP and tagged as “No Match” in the Listahanan 3 Database - The RMO shall prepare a memorandum addressed to the Provincial Coordinator (PC) to refer the clients found in the endorsed list of 4Ps targets of SLP and those tagged as “no-match” for the conduct of SLP Means Test for onward submission to Regional Program Coordinator (RPC).</p>			
	4.3 The RMO shall encode the details of the client in the SLP Information System (SLPIS)	None	30 minutes	Chief, Promotive Services Division
	4.4 The RMO shall email, text, or call the clients to inform them that the application was endorsed to the concerned SLP Provincial Office for the conduct of succeeding steps.	None	10 minutes	Chief, Promotive Services Division
ACTIVITIES TO BE UNDERTAKEN BY THE SLP-RPMO/PROVINCIAL OFFICE				

5. Wait for the call/ email/ text or personal visit of the IPDO from the SLP Provincial Office.	5.1 The PC shall acknowledge receipt of the memorandum from the RPC through email and review the completeness of the client's information. 5.1.1 The PC shall coordinate with the Implementing Project Development Officer (IPDO) to assess the referred client.	None	2 hours	Chief, Promotive Services Division
	5.2 The IPDO shall email, text, or call clients to inform them that the application was received by the concerned SLP Provincial Office and there shall be an assessment to be conducted.	None	15 minutes	Chief, Promotive Services Division
6. Undergo the SLP Means Test	6.1 Actions to be undertaken by the IPDO after receipt of the referred walk-in client: If no-match in the Listahanan 3 Database - The IPDO shall conduct the SLP Means Test to determine the client's qualification to the program. The SLP Means Test shall be approved by the Provincial Coordinator. The PC shall provide feedback to the RPC on the result of SLP Means Test.	None	6 hours	Chief, Promotive Services Division

	<p>If qualified in the SLP Means Test - proceed to client step 7.</p> <p>If not qualified in the SLP Means Test - After the approval of the PC of the SLP Means Test, the IPDO shall inform the client on the result. The PC shall inform the RMO for the latter to prepare a letter for endorsement of the client to stakeholders to be reviewed by the RPC and to be approved by the Regional Director (RD).</p>			
7. Accomplish the SLP Data Privacy Consent Form	7.1 The IPDO shall explain the data privacy protocol of the program by reading and explaining the SLP Data Privacy Notice and Consent Form before proceeding with the SLP processes for referrals.	None	10 minutes	Chief, Promotive Services Division
	7.2 The IPDO shall assist in the administration of the Data Privacy Consent Form. Once the client concurs, he/she shall sign or place his/her thumb mark in the consent form.	None	15 minutes	Chief, Promotive Services Division
8. Participate in the SLP Orientation	8. The IPDO shall conduct a brief orientation to the client on the general description of SLP, Program Tracks, Program Modalities,	None	30 minutes	Chief, Promotive Services Division

	and Program Eligibility Requirements.			
9. Accomplish the Letter of Intent or SLP Waiver Form	9. The client shall accomplish the Letter of Intent (LOI) signifying the interest to pursue engagement with SLP as program participants, while clients who decided not to proceed with the succeeding activity must sign the SLP Waiver Form .	None	15 minutes	Chief, Promotive Services Division
10. Accomplish the SLP Profile Form	10. The IPDO shall assist or guide the client in accomplishing the SLP Profile Form.	None	20 minutes	Chief, Promotive Services Division
11. Accomplish the Livelihood Skills Assessment Form (LSAF)	<p>11.1 The IPDO shall administer the Livelihood Skills Assessment Form (LSAF).</p> <p>For the clients who passed the LSAF and decided to continue, proceed to client step 8.</p> <p>The clients who decided not to proceed to the succeeding activity must sign the SLP Waiver form.</p>	None	6 hours	Chief, Promotive Services Division
12. Participate in the Micro-Enterprise Development Training 1 (MEDT1) and Basic Employment Skills	<p>12.1 Conduct of MEDT 1 or BEST1.</p> <p>For clients who are qualified for MD Track - The IPDO shall conduct the MEDT 1 for all MD Track.</p>	None	4 hours	Chief, Promotive Services Division

Training (BEST1)	<p>For clients who are qualified for EF track - The IPDO shall conduct the BEST 1 for all EF Track.</p> <p>For the clients who decided not to proceed - The clients must sign an SLP Waiver form</p> <p>Note: <i>In case that the IPDO may not be able to act as the Subject Matter Expert (SME), the CPDO may act as the SME, if the CPDO will not be available, the CPDO must coordinate with the PC for the identification of SME from the pool of business development partners.</i></p>			
	12.2 The IPDO shall update the client's information in the SLP IS.	None	30 minutes	Chief, Promotive Services Division
13. Prepare and sign the Modality Application Form (MAF)	13. The IPDO shall guide/assist the client in the preparation of the MAF.	None	2 hours	Chief, Promotive Services Division
14. Receive the SLP Grant	14.1 The IPDO shall prepare the attachments to the Mungkahing Proyekto (MP) or Project Proposal such as the Certificate of Eligibility (COE), MAF and other documents needed for	None	6 hours	Chief, Promotive Services Division

	the review and approval of the MP.			
	14.2 Project Proposal Review at the Provincial Level. The PC shall review the MP using the Project Assessment Tool (PAT). <i>Note: MPs with findings that need revision / enhancement or replacement will be endorsed to IPDO by the PC.</i>	None	1 day	Chief, Promotive Services Division
	14.3 Project Proposal Review at the Regional Level. The RPC shall review and sign the MP as to completeness of attachment and compliance to program standards. After which, it shall be forwarded to RD for approval.	None	1 day	Chief, Promotive Services Division
	14.4 The RD shall approve the MP prior to processing. 14.4.1 After the approval of the RD, the project proposal shall undergo review by the Finance Management Division (FMD) of the FO to ensure compliance to accounting and auditing procedures. Then, prepare the Obligation Request.	None	2 days	Chief, Promotive Services Division

	14.5 Process the Disbursement Voucher	None	2 days	Chief, Promotive Services Division
	14.6 Preparation for Grant Releasing 14.6.1 Monitor the issuance of the approved check for disbursement. 14.6.2 Notify the program participants for the release of the check through text, email, call, visit, etc.	None	1 day	Chief, Promotive Services Division
	14.7. Grant Releasing 14.7.1 The IPDO to coordinate with the client for the schedule of grant releasing. 14.7.2 The IPDO shall conduct Financial Literacy Training. 14.7.3 The clients shall receive the grant in the form of cash through cash payout or via check through disbursement vouchers.	None	1 day	Chief, Promotive Services Division
15. Fill out the Client Satisfaction Measurement Form (CSMF)	15.1 The client shall fill-out the CSMF with assistance from the IPDO.	None	5 minutes	Chief, Promotive Services Division
	15.2 The IPDO shall update the client's information to the SLP IS.	None	30 minutes	Chief, Promotive Services Division
Activities to be undertaken by SLP - NPMO/SLP – RPMO		NONE	1 day, 1 hour and 15 minutes	
Activities to be undertaken by SLP – RPMO		NONE	11 days 2 hours and 5 minutes	
TOTAL		NONE	12 days and 4 hours	

PROTECTIVE SERVICES DIVISION (PSD)

EXTERNAL SERVICES

1. Auxiliary Social Services to Persons with Disabilities

As a part of Auxiliary Social Services and in support to the Magna Carta for Persons with Disabilities, the DSWD through our Field Offices provides augmentation support under the Medical assistance, Educational assistance, Burial Assistance and Livelihood Assistance for Persons with Disabilities specifically with those Physical Disabilities, Visual Disability and Learners with Disabilities. In doing this, the Department's aim is to contribute to the Physical Restoration, self, and social enhancement of Persons with Disabilities to attain more meaningful and contributing members of society.

Office or Division:	Community-Based Services Section (CBSS)			
Classification:	Simple/ Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Filipino Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Provision of Assistive Devices				
1. Medical Certificate (Indicating the specific assistive devices needed)		Attending Physician (Hospital, Clinic, Barangay Health Worker)		
2. Barangay Certificate of Indigency		Barangay Hall		
3. Social Case Study Report/ Case Summary		Local Government Unit or Medical Social Service		
4. 2x2 Picture or 1 whole body picture		Client		
5. Request letter		Client		
*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.				
*Documents are still subject for verification and additional documents may be required depending on the case.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disabilities or Family members of Person with Disability may Visit the SWADT offices or	For walk-in clients 1.1 Social Worker of the Program Focal Person shall receive and review the required documents.	None	3-5 minutes	Head, Community Based Services Section
	1.2 Interview and assessment of Persons with Disability needs	None	5 minutes	Head, Community Based Services Section

Field Offices (Walk-in Clients) to submit their complete requirements	1.3 The FO Focal Person/ Social Worker or SWADT Social Worker decides with the Person with Disability/ family member/ guardian shall decide what services can be provided to the client.	None	5 minutes	Head, Community Based Services Section
	1.4 For AICS, FO Social Worker/ Focal Person shall provide referral letter or endorsement to CIS or SWADT	None	10 minutes	Chief, Protective Service Division
TOTAL		NONE	25 minutes	

2. Onsite Implementation of the Assistance to Individuals in Crisis Situation Program for Clients Transacting with the DSWD Offices (CIU/CIS/SWAD OFFICES)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any adversity or crisis through the provision of financial assistance, psychosocial intervention, and referral services that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational, material, funeral, and cash assistance for other support services, among others.

The provision of psychosocial support, including psychological first aid, and counseling, as well as financial assistance to disadvantaged and marginalized sectors, are part of the social protection services of the Department. These protective services aim to help individuals and families cope with the present difficult situation they are experiencing, such as illness, death, loss of job, or source of income. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens Charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

Office or Division:	Crisis Intervention Section and SWAD Satellite Offices
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent, marginalized, and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

Any Valid identification card of the client/ person to be interviewed (1 original copy) from the following:	
• PhilSys ID	Philippine Statistics Authority
• UMID ID, SSS or GSIS ID	Social Security System or Government Service Insurance System
• Philhealth ID	Philhealth
• Driver's License	Land Transportation Office
• PRC ID	Professional Regulation Commission
• OWWA ID	Overseas Workers Welfare Administration
• DOLE ID	Department of Labor and Employment
• PAG-IBIG ID	Pag-IBIG Fund
• Voter's ID or Voter's Certification	Commission on Election
• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
TRANSPORTATION ASSISTANCE	WHERE TO SECURE
Other supporting document/s such as but are not limited to (1 original copy):	
Police Blotter	Police Station
Medical Abstract	Hospitals or clinic
Court Order or Subpoena	Supreme Court
Death Certificate	Civil Registry Office

MEDICAL ASSISTANCE FOR HOSPITAL BILL	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (1 Original or Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Hospital bill or Statement of Account (outstanding balance) with name and signature of billing clerk or Certificate of balance and promissory note signed by credit and collection officer or billing clerk (1 Original or Certified True Copy)	Billing Office of the Hospital Credit and Collection Office of the Hospital
3. Social Case Study Report or Case Summary. (1 original copy)	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
MEDICAL ASSISTANCE FOR MEDICINE ASSISTIVE DEVICE	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Medical records of the Hospital or Clinic or the Attending Physician
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory	Service Provider
2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service

MEDICAL ASSISTANCE FOR LABORATORY	WHERE TO SECURE
1. Medical Certificate or Clinical Abstract or Discharge Summary or Alagang Pinoy Tagubilin Form with Diagnosis with complete name, license number and signature of the Physician issued within three months (Original or Certified true copy)	Attending Physician or from Medical Records of the hospital or clinic.
2. Laboratory Requests or Laboratory Protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. Quotation of Laboratory	Service Provider
2. Social Case Study Report or Case Summary.	Registered Social Worker in public or private practice. DSWD LSWDO NGO Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. Promissory Note or Certificate of Balance or Statement of account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. Funeral Contract	Authorized staff of the Funeral Parlor or Memorial Chapel
FUNERAL ASSISTANCE FOR TRANSFER OF CADAVER	WHERE TO SECURE
1. Death Certificate or Certification from the Tribal Chieftain (Original or certified true copy)	City or Municipal Hall (Civil Registry Office), hospital, funeral parlor, tribal chieftain or Imam.
2. Transfer Permit	City or Municipal Hall
EDUCATIONAL ASSISTANCE	WHERE TO SECURE
1. Validated School ID and Valid I. D	School where the beneficiary is enrolled
2. a. Enrolment Assessment Form or b. Certificate of Enrolment or Registration; or c. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled

FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS	
1. Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	WHERE TO SECURE
Depending on the circumstances: a. For Fire Victims: Police Report or Bureau of Fire Protection Report from the Bureau of Fire	Bureau of Fire or PNP
a. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay	Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay
a. For Rescued Client: Certification from a social worker or Case manager from rescued clients.	Local Social Welfare and Development Office or other social welfare agencies
a. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online	Local Social Welfare and Development Office or other social welfare agencies; Police Station
e. sexual exploitation of children	Police Station
f. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his or her identity	Hospital or Clinic
For all other incidents: Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification	<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • AFP or PNP • Office of Civil Registry • Certificate from the LDRMO; or • Local Government Unit • Hospital or Clinic signed by Licensed Physician
MATERIAL ASSISTANCE	WHERE TO SECURE
1. General Intake Sheet	DSWD CIU or CIS or SWAD
2. Material Assistance Distribution Sheet	DSWD CIU or CIS or SWAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents.	1.1 Check the completeness of documents submitted by clients.	NONE	1 hour	Social Welfare Officer III, Crisis Intervention Section
	1.2 Verify client's records if within the frequency of availing assistance to Crisis Monitoring System (CrIMS) If it is determined that the client has received assistance beyond the allowed frequency , notify the client regarding the provisions stipulated in the guidelines. If eligible , provide the client a queuing number and instruct them to proceed with Step 2- Interview and Assessment.			Social Welfare Officer III, SWAD Offices
2. Submit pertinent documents for interview and assessment	2.1 The SWO shall Interview and assess the client to determine the actual need and to check the accuracy and authenticity of the documentary requirements presented. Additionally, the SWO shall fill out the assessment area in the GIS. If determined to be eligible to receive assistance , the SWO shall recommend the	NONE	3 hours	Social Welfare Officer III, Crisis Intervention Section Social Welfare Officer III, SWAD Offices

	<p>appropriate assistance and fill out the CE.</p> <p>For financial assistance amounting to P10,000.00 and below, the SWO shall advise the client to proceed to Step 4 (releasing of assistance) while the GIS, CE, or justification will be subjected to approval.</p> <p>For assistance through a guarantee letter, the DSWD personnel shall prepare the GL. The DSWD personnel shall forward it to Step 3: Review and Approval along with the GIS, CE, and justification of the social worker.</p> <p>If for material assistance, depending on the availability, the SWO shall advise the client to proceed to Step 4 Releasing of Assistance.</p> <p>If documents are found to be incomplete to support the request, the SWO shall advise the client to comply with the documentary requirements needed as listed in the compliance slip per type of assistance.</p> <p>If the client is found to be ineligible to avail the</p>			
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	<p>assistance, the SWO shall issue a letter of disapproval to the client.</p> <p>If found that services needed are outside the scope of the program, the SWO shall refer the client to the corresponding program concerned.</p>			
3. Receiving Assistance	<p>3.1 The DSWD personnel shall forward the documents to the authorized official/s.</p> <p>If the authorized official/s finds the request valid and complete, the authorized personnel shall approve the request.</p> <p>If the approving officer determines that the client's submitted documents are insufficient to support the social worker's assessment, the approving officer shall return the documents to the attending SWO for justification or for further appropriate instruction deemed necessary.</p>	NONE	50 Minutes	<p>Social Welfare Officer III, Crisis Intervention Section</p> <p>Social Welfare Officer III, SWAD Offices</p>
4. Fill out Client Satisfaction Measurement Survey	<p>4.1 The DSWD personnel shall forward all the approved requests for assistance to the SDO/RDO/DSWD personnel for release, depending on the mode of assistance.</p>	NONE	50 Minutes for Cash Outright	<p>Social Welfare Officer III, Crisis Intervention Section</p> <p>Social Welfare Officer III, SWAD Offices</p>

	<p>For Cash Outright (Php10,000 and below):</p> <p>4.1.1.1 The Regular/Special Disbursing Officer/s of the FMS/U or the designated disbursing officer for cash shall release the assistance.</p> <p>For Guarantee Letter addressed to the Service Provider:</p> <p>4.1.2.1 The DSWD personnel shall prepare the GL.</p> <p>4.1.2.2 CIU/S Admin staff shall encode the GL to the existing document tracking system.</p> <p>4.1.2.3 Designated Approving Officer shall Review and Approve the GL.</p> <p>For clients recommended to avail material assistance:</p> <p>4.1.3.1 The CIU/S staff shall assist the client in filling out the Material Assistance Distribution Sheet.</p> <p>4.1.3.2 The CIU/S Staff shall provide the assistance.</p> <p>4.1.3.3 The DSWD personnel shall update client's records into CrIMS or to the existing monitoring</p>			
		NONE	10 Minutes for Material Assistance	

	tool/system once the assistance is released. 4.2. The DSWD personnel shall ensure scan the client's documents or secure a copy of documents for filing and references. 4.2.1 The client/beneficiary shall accomplish the Client Satisfaction Measurement Survey Form (CSMF) and drop it to the allocated suggestion box			
TOTAL		NONE	5 Hours 40 Minutes for Cash-Outright 16 Working Hours(2 days) for GL	

3. PLHIV Referral for Care and Support Services

In compliance with Section 35 of the Implementing Rule and Regulations of the *Philippine AIDS Prevention and Control Act of 1998* or RA 8504, the DSWD has developed a referral system to assist Persons Living with HIV and AIDS in accessing available care and support services. The new *Philippine HIV and AIDS Policy Act* or RA 11166 also cites the use of the Department's Referral Mechanism for various stakeholders to protect and promote the rights of PLHIVs and affected families.

This mechanism aims to ensure access of PLHIV to a quality and timely delivery of services and is also intended to facilitate coordination between and among service-providers.

Office or Division:	Community-Based Services Section (CBSS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:		Persons-living with HIV and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) valid identification card of the client or person to be interviewed: <ul style="list-style-type: none">• PhilSys ID• UMID ID, SSS, or GSIS ID• Philhealth ID• Driver’s License• PRC ID• OWWA ID• DOLE ID• PAG-IBIG ID• Voters ID or Voter’s Certification\• Postal ID• Philippine Passport• NBI Clearance• 4Ps ID• PWD ID• Solo Parent ID• City or Municipal ID• Barangay ID• Office of Senior Citizen Affairs (OSCA) ID• Police Clearance• or any ID preferably with validity date, and picture and signature of the client in extreme justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an ID Card		<ul style="list-style-type: none">• Philippine Statistics Authority• Social Security System or Government Service Insurance System• Philhealth• Land Transportation Office• Professional Regulation Commission• Overseas Workers Welfare Administration• Department of Labor and Employment• Pag-Ibig Fund• Commission on election• Post Office• Department of Foreign• National Bureau of Investigation• Department of Social Welfare and Development• Local Government Unit• Police Station• Barangay Hall		
Signed Authorization Letter (if applicable)		Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old		
Form 1: Intake Form		Referring Agency		
Informed Consent				
Form 2: Referral for Service		HIV Treatment Hub;		
Medical Certificate or Clinical Abstract		Designated HIV Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure a queuing number	1. Provide client with queuing number	None	5 minutes	Head, Community Based Services Section
2. Present self and documents for assessment and review	2.1 Receive and review submitted documents 2.1.1 Check the client's record on existing database, e.g. Crisis Intervention Monitoring System, to check whether client had sought assistance within the last three (3) months If a client is eligible based on frequency and/or type of assistance last provided, the staff shall further assess documents presented If client is not eligible, staff shall provide reasons for non-eligibility and shall provide further instruction / information to client 2.1.2 Conduct interview with client to further gather information and/or for clarification 2.1.3 If necessary, coordinate with the receiving agency for validation	None	40 minutes	Head, Community Based Services Section
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client	None	20 minutes	Head, Community Based Services Section
	3.2 Ask client to fill-out necessary fields and provide instructions			
4. Submit the accomplished forms	4.1 Collect accomplished forms	None	80 minutes	Head, Community Based Services Section

	4.2 Review and completely accomplish forms			
	4.3 The DSWD Social Worker Officer shall determine the amount that is appropriate and responsive to the needs of the client			
	4.4 Prepare vouchers and other financial documents			
	4.5 Submit forms and supporting documents to the Authorized Approving Officer			
	4.5 Compile approved documents			
5. Client received assistance or any relevant documents for claiming of assistance (e.g. accomplished Form 3: referral for Service or stub)	5.1 Re-confirmation of client's identity	None	15 minutes	Head, Community Based Services Section
	5.2 Releasing of assistance to client If outright cash , ask client to check the actual amount received If Guarantee Letter , advise client to review the correctness of the personal information reflected in the document If client shall be referred again to other office and/or agency , the social worker shall accomplish Form 3: Referral for Service.			
6. Accomplish Client Satisfaction Survey form	6.1 Issue Client Satisfaction Survey Form 6.1.1 Collect accomplished form	None	20 minutes	Head, Community Based Services Section
TOTAL		NONE	180 minutes or three (3)	

		hours for Outright Cash One (1) day or 24 hours for a Guarantee Letter.	
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4. Provision of Assistance to Persons Living with HIV (PLHIVs)

As part of the DSWD's psychosocial care and support services for persons living with HIV (PLHIV) and their affected families and in accordance with Section 36 of RA 11166, the Department, through its Field Offices (FOs) provides economic assistance for education, livelihood, burial/funeral, transportation, medical, and food. These forms of assistance are meant for individuals and families of PLHIV in need of social welfare and development interventions.

The direct provision of these assistance aims to mitigate the impact of HIV and AIDS on affected individuals and their families, assuring their well-being and contributing to the overall response of the national government to HIV and AIDS.

Office or Division:	Community-Based Services Section (CBSS)		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	People-living with HIV (PLHIVs) and their affected families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) valid identification card of the client/ person to be interviewed;			
• PhilSys ID		Philippine Statistics Authority	
• UMID ID, SSS or GSIS ID		Social Security System or Government Service Insurance System	
• Philhealth ID		Philhealth	
• Driver's License		Land Transportation Office	
• PRC ID		Professional Regulation Commission	
• OWWA ID		Overseas Workers Welfare Administration	
• DOLE ID		Department of Labor and Employment	
• PAG-IBIG ID		Pag-IBIG Fund	
• Voter's ID or Voter's Certification		Commission on Election	

• Postal ID	Post Office
• Philippine Passport	Department of Foreign Affairs
• NBI Clearance	National Bureau of Investigation
• 4Ps ID	Department of Social Welfare and Development
• PWD ID	Local Government Unit
• Solo Parent ID	Local Government Unit
• City or Municipal ID	Local Government Unit
• Barangay ID	Local Government Unit
• Office of Senior Citizen Affairs (OSCA ID)	Local Government Unit
• Police Clearance	Police Station
• or any ID preferably with validity date, and picture and signature of the client.	Barangay Hall
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an Identification Card.	Barangay Hall
Signed Authorization Letter (if applicable)	Beneficiary of Assistance except for those who do not have the capacity to act or below 18 years old
Medical Abstract or Referral Letter or Accomplished DSWD Form Three (3)	<ul style="list-style-type: none"> • Designated Treatment Hub / HIV Primary Care Facility; • Local Government Unit
TRANSPORTATION ASSISTANCE	
1. Original and one (1) photocopy of supporting document/s such as, but are not limited to, Medical Certificate, Death Certificate, and/or Court Order or Subpoena	<ul style="list-style-type: none"> • Police Station - Police Blotter; • Hospitals or Clinic - Medical Abstract; • Court - Court Order or Subpoena; and • Civil Registry - Death Certificate.
MEDICAL ASSISTANCE FOR HOSPITAL BILL	
1. One (1) Original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Medical records of the Hospital or Clinic or the Attending Physician

2. One (1) original and one (1) photocopy of Hospital Bill or Statement of Account (outstanding balance) with the complete name and signature of the Billing Clerk; or Certificate of Balance and Promissory Note signed either by the Credit and Collection Officer or Billing Clerk.	<ul style="list-style-type: none"> • Statement of Account - Billing Office of the hospital • Certificate of Balance and Promissory Note - Credit and Collection Office
3. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
MEDICAL ASSISTANCE FOR MEDICINE OR ASSISTIVE DEVICE	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Medical records of the Hospital or Clinic of the Attending Physician
2. One (1) original and one (1) photocopy of prescription issued within three (3) months and with the following information: (i) date of issuance; and (ii) complete name, license number and signature of the Physician.	Attending Physician from a hospital or clinic.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional documentary requirements	
1. One (1) original and one (1) photocopy of the Quotation of Medicine or Assistive Device	Service Provider
2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development;

	<ul style="list-style-type: none"> • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service
MEDICAL ASSISTANCE FOR LABORATORY	
1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician.	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory)	Service Provider
2. One(1) original copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
MEDICAL ASSISTANCE FOR LABORATORY	

1. One (1) original and/or Certified True Copy of Medical Certificate or Clinical Abstract or Discharge Summary or <i>Alagang</i> issued within three (3) months and with the following information: (i) final diagnosis; and (ii) complete name, license number and signature of the Physician	Attending Physician or from Medical Records of the hospital or clinic.
2. One (1) original and one (1) photocopy of laboratory requests or laboratory protocol or Doctor's Order with name, license number, and signature of the Physician	Attending Physician from a hospital or clinic
3. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary.	Registered Social Worker, whether from public or private practice, from any of the following: <ul style="list-style-type: none"> • Department of Social Welfare and Development; • Local Social Welfare and Development Office; • Non-Government Organization; or • Medical Social Service.
If the amount of assistance being requested exceeds PhP10,000.00, the following shall be required as additional requirements	
1. One(1) original and/or photocopy of the Quotation of Laboratory	Service Provider
2. One (1) original and/or one(1) Certified True Copy of Social Case Study Report or Case Summary. (1 Original or Photocopy)	Registered Social Worker in public or private practice. <ul style="list-style-type: none"> • DSWD • LSWDO • NGO • Medical Social Service
FUNERAL ASSISTANCE FOR FUNERAL BILL	
1. One (1) original and/or one(1) Certified True Copy of Death Certificate or Certification from the Tribal Chieftain	City or Municipal Hall (Civil Registry Office), Hospital, Funeral Parlor, Tribal Chieftain or Imam
2. One (1) original copy of Promissory Note or Certificate of Balance or Statement of Account	Authorized staff of the Funeral Parlor or Memorial Chapel
3. One (1) original and/or Photocopy of Funeral Contract	City or Municipal Hall
EDUCATIONAL ASSISTANCE	

1. One (1) original and/or photocopy of Validated School ID and Valid I.D	School Registrar where the beneficiary is enrolled
2. One (1) original and/or photocopy of any of the following: a. Enrolment Assessment Form; or b. Certificate of Enrolment; or c. Registration; or d. Statement of Account	School Registrar or Concerned Office where the beneficiary is enrolled
FOOD ASSISTANCE	
1. One (1) original and/or photocopy of Barangay Certificate or Residency or Certificate of Indigency or Certificate that the client is in need of assistance may be required or medical document as proof that the beneficiary is admitted	<ul style="list-style-type: none"> Barangay Hall where the client is presently residing Hospital where the beneficiary is currently admitted
CASH RELIEF ASSISTANCE	
Depending on the circumstances: a. For Fire Victims: One (1) original and/or photocopy of Police Report or Bureau of Fire Protection Report from the Bureau of Fire. b. For Distressed OFs: One (1) original and/or photocopy of Passport, Travel Document/s, certification from OWWA or the Barangay. c. For Rescued Client: One (1) original and/or photocopy of Certification from a social worker or Case manager from rescued clients. d. For victims of Online Sexual Exploitation: One (1) original and/or photocopy of Police Blotter and social worker's certification for the victims of online sexual exploitation of children. e. For Locally stranded individuals (LSI): LSI without valid IDs – One (1) original and/or photocopy of the Medical Certificate or the Travel Authority issued by the Philippine	<ul style="list-style-type: none"> Bureau of Fire or PNP Overseas Workers Welfare Administration or Department of Migrant Workers or Barangay Local Social Welfare and Development Office or other social welfare agencies Local Social Welfare and Development Office or other social welfare agencies Police Station - Police Blotter Hospital or Clinic - Medical Certificate signed by the Registered Physician

National Police will suffice and be accepted to prove his or her identity.				
For all other incidents: One (1) original and/or photocopy of any of the following: Barangay Certificate of Residency; or Certificate of Indigency; or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities or regulating agencies, as may be applicable such as but not limited to Police Report or Blotter, Spot report from the AFP or PNP, Joint AFP-PNP Intelligence Committee (JAPIC) certificate, Certification of death, Disaster Assistance Family Access Card (DAFAC); Medico-legal certification.		<ul style="list-style-type: none"> • Barangay Hall where the client is presently residing • Police Station • Armed Forces of the Philippines or Philippine National Police • Office of the Civil Registry • Certificate from the Local Disaster Risk Management Office; or • Local Government Unit • Hospital or Clinic signed by Licensed Physician 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number	1. Provide client with queuing number	None	5 minutes	Head, Community Based Services Section
2. Present self and documents for assessment	2.1 Conduct initial interview for assessment	None	40 minutes	Head, Community Based Services Section
	2.1.1 Check the client's record to the existing database – e.g Crisis Intervention Monitoring System, to check whether the client had sought assistance within the last three (3) months. If a client is eligible (based on frequency and/or type of assistance last provided), the staff shall further assess documents presented.			

	<p>If a client is not eligible, the staff shall provide the reasons for non-eligibility and shall further provide further instruction / information.</p> <p>2.1.2 Check the documents presented by the client.</p> <p>If documents are complete and valid, the client will be advised to fill-out necessary forms and submit documents pertinent to their request. If supporting documents are incomplete and non-compliant, provide a checklist.</p> <p>2.1.3 If necessary, coordinate with the client's designated treatment hub or LGU to further verify validity of documents presented</p>			
3. Fill-out necessary fields in the prescribed forms	3.1 Handout copies of prescribed forms to client	None	20 minutes	Head, Community Based Services Section
4. Submit accomplished forms and required documents. If necessary, attend interview for further clarification.	<p>4.1 Collect the accomplished forms and documentary requirements from client</p> <p>4.1.1 Verify the submitted documents for veracity, consistency, and authenticity.</p>	None	80 minutes	Head, Community Based Services Section

	<p>4.1.2 If necessary, conduct interviews with the client and; or additional coordination with treatment hubs, LGUs, and or the referring agency.</p> <p>4.1.3 The DSWD Social Welfare Officer (SWO) shall determine the amount that is appropriate and responsive to the needs of the client.</p> <p>4.1.4 Preparation of vouchers and financial documents.</p> <p>4.1.5 Forward the Client's Document to the Authorized Approving Officer.</p> <p>4.1.6 Compile the approved documents of the client.</p>			
5. Receive assistance	<p>5.1 Confirmation of client's identity;</p> <p>5.1.1 Releasing of actual assistance to client;</p> <p>5.1.2 Releasing of actual assistance to client;</p> <p>If through outright cash, ask client to check the actual amount received;</p> <p>If through Guarantee Letter, advise client to review the correctness of the personal information reflected in the document.</p>	None	15 minutes	Head, Community Based Services Section

6. Accomplish Client Satisfaction Measurement Survey	6.1 Provide a copy of the Client Satisfaction Measurement Survey;	None	20 minutes	Head, Community Based Services Section
	6.2 Collect accomplished Client Satisfaction Measurement Survey			
TOTAL		None	180 minutes or three (3) hours for Outright Cash One (1) day or 24 hours for a Guarantee Letter.	

5. Provision of Assistance to Solo Parent

Solo parents are those who are left alone with the responsibility of rearing their children regardless of marital status and based on National Statistics Office (NSO) data, there are about 14 million solo parents in the Philippines as of 2015. The increasing number of solo parents has led the national government to pass Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000, which was promulgated on November 7, 2000. On 04 June 2022, the Republic Act No. 11861 (RA 11861) or the Expanded Solo Parents Welfare Act lapsed into law and its Revised Implementing Rules and Regulations took effect on 01 November 2022. The passage of RA 11861 expanded the benefits of the solo parents, promotes the rights of Filipino solo parents and ensures that they can receive adequate social protection programs from the government.

RA 11861 directs the Department of Social Welfare and Development (DSWD), in coordination with other agencies to develop a "comprehensive package" of social protection services for solo parents and their families which includes livelihood opportunities, legal advice and assistance, counseling services, parent effectiveness services, and stress debriefing, among others, regardless of financial status.

DSWD is mandated to protect and promote the welfare of the disadvantaged group including the solo parents, and provide technical assistance to partner stakeholders (National Government, Local Government Unit, and Civil Society Organizations). Any solo parent whose income in the place of residence is equal to or below the poverty threshold as set by the PSA and subject to the assessment.

Office or Division:	Community-Based Services Section (CBSS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Registered Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Solo Parent Identification Card		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Field Office for assistance	1. The DSWD Public Assistance and Complaints Desk (PACD) Officer shall direct the client to the Field Office (FO)/Social Welfare and Development Team (SWADT) social worker or solo parent focal person.	None	0 minute	Chief, Protective Services Division
2. Attend Interview for assessment of needs	2.1 FO / SWADT social worker / Focal Person shall validate the Solo Parent Identification Card (SPIC) of the client. 2.1.1 Interview the client and fill-out the general intake sheet and indicate recommendations based on assessed needs.	None	10 minutes	Head, Community Based Services Section
3. Attend psychological intervention, psychological first aid and/or counseling	3.1 FO / SWADT social worker / Focal Person shall provide psychological intervention, psychological first aid	None	30 minutes	Head, Community Based Services Section

	and/or counseling based on their solo parent concerns. Recommendation may be provided to help in the needs of the family.			
	If no further assistance is to be provided , the client shall accomplish the Client Satisfaction Measurement Form (CSMF) and return the form to the social worker before leaving. 3.1.1 FO / SWADT social worker / Focal Person shall encode the client's information in the caseload inventory of solo parents provided with assistance	None	5 minutes	Head, Community Based Services Section
4. Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD.	4.1 Preparation of referral / endorsement for Assistance to Individuals in Crisis Situation (AICS) or Sustainable Livelihood Program (SLP) or to another office or agency if the need of the client cannot be met by the DSWD. For AICS , FO / SWADT social worker / Focal Person shall provide a referral or endorsement letter to CID / CIS / SWADT and fill-out the General Intake Sheet For livelihood assistance , FO / SWADT	None	40 minutes	Head, Community Based Services Section

	social worker / Focal Person shall provide a referral or endorsement letter to SLP for possible provision of assistance. For other agency/ies, FO / SWADT social worker / Focal Person to provide a referral or endorsement letter to appropriate agency/ies.			
	4.2. Referral or endorsement letter for approval of Division Chief, Bureau/Regional Director or Combased Section Head / PSD Chief in SWADT.	None	2 days	Chief, Protective Services Division
5. Receive the referral/ endorsement letter	5. Send the referral / endorsement letter to appropriate agency/ies	None	5 minutes	Chief, Protective Services Division
TOTAL		None	2 working days, 90 minutes	

6. 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 from becoming victims of trafficking.

Office or Division:	Community-Based Services Section (CBSS)
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.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Case Management		
1. Travel document (for Repatriated TIP Victims) (1 Photocopy) 2. Valid ID (1 Photocopy) 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) (1 Original and 1 Photocopy) 2. Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedures). 3. Barangay Certificate of Residency and Valid ID for the client		Hospital or health facility where the client is admitted or seen (Clinical Abstract and Hospital Bill) Barangay Hall (Barangay Certificate) Government Institutions (Valid ID)
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/ guardian		School where the client is enrolled (School Registration, Certificate of Enrolment, Statement of Account) Government Institutions (Valid ID)
Skills Training		
1. Official receipt from the training school (TESDA/ CHED accredited training school. (1 Original and 1 Photocopy) 2. Valid ID (1 Original and 1 Photocopy)		TESDA / accredited training school where the client is enrolled Government Institutions (Valid ID)
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 (1 Original and 1 Photocopy)		Employer of the client Government Institutions (Valid ID)
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 (1 Original and 1 Photocopy) 4. Social Case Study Report		DSWD Field Offices		
		Requesting party		
		Government Institutions (Valid ID) DSWD Field Office or Local Social Welfare and Development Office		
Logistical Support During and Post-Rescue Operation of Victim-survivors of Trafficking				
1. No Documents needed.		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. Referral Letter from the Social Worker (1 Original and 1 Photocopy)		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		Government Institutions (Valid ID) DSWD Field Offices		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The victim survivors of trafficking may visit the DSWD Field/	1.1 Interview of the client 1.1.1 Provide Psychosocial Counseling 1.1.2 Conduct Assessment	None	2 Hours	Social Welfare Officer III, Community Based Services Section

Regional Office or Rescued by Social Worker	If the Client needs Temporary Shelter refer to Residential Care Facility. 1.1.3 The Social Worker shall provide a list of documentary requirements depending on the assistance to be provided. 1.1.4 Refer to the list of requirements.			
2. Submit 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) 2.1.1 For livelihood assistance, the RRPTP Social Worker shall forward the documents to the Sustainable Livelihood Program for further assessment.	None	10 minutes	Social Welfare Officer III, Community Based Services Section Head, Sustainable Livelihood Program/ Head, Community Based Services Section
	2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related) b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)	None	7 Days	Social Welfare Officer III, Community Based Services Section
	2.3 PSU/ CBU Division Chief and Budget Officer recommend the provision of assistance	None	3 working days	Chief, Protective Services Division

	for approval of the Regional Director.			
	2.4 The Regional Director shall approve the provision of assistance to the victim-survivors of trafficking.	None	2 working days	Director IV, Field Office II
	2.5 Releasing of the assistance to client (Cash or Non-Cash)	None	2 working days	Head, Cash Section
3. Accomplish Client Satisfaction Measurement Survey (CSMS)	3. RRPTP Social Worker shall provide the client the copy of the CSMS to provide feedback regarding the service received.	None	5 minutes	Social Welfare Officer III, Community Based Services Section
Total		None	For Temporary Shelter -2 hours	
Total		None	For Livelihood Assistance - 12 Days	
Total		None	For other Assistance - 5 Days	

ADMINISTRATIVE SERVICES DIVISION (ASD)

INTERNAL SERVICES

1. Service Name : Facilitation of Request for Relief from Property Accountability from Commission on Audit

To provide assistance to accountable officers who are requesting relief from property accountability with the Commission on Audit (COA) for lost, damaged or destroyed property under his/her accountability.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DSWD employees and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP). 2. One (1) original copy of duly notarized Affidavit of Loss 3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person. 4. One (1) original copy of Police Report 5. One (1) original copy Comments of the Head Cluster/Regional Director 6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency. 7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		1. From PSS Office through PREMIS 2. To be prepared by the client without any prescribed format 3. To be prepared by the client without any prescribed format 4. To be prepared by the client without any prescribed format 5. To be prepared by the client without any prescribed format 6. To be prepared by the client without any prescribed format 7. To be prepared by the client without any prescribed format 8. From Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Office and Sections (HODS) concerned.	1.1 The property personnel receive the request for relief with attachments. Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017.	None	5 Minutes	Administrative Officer IV, Property and Supply Section
	1.2 Property personnel shall verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost under the module RLSDDP/RLSDDSP. If not complete: prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking documentary requirement/s. The Memorandum shall be signed by the Regional Director If complete, proceed to the next step	None	2 Hours (May be extended depending on the number of transactions being handled and the availability of documents and information to support the issuance of recommendation.)	Administrative Officer IV, Property and Supply Section
	1.3 Prepare recommendation/comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned,	None	5 days (May be extended depending on the number of transactions	Director IV or Assistant Regional Director for Administration, Field Office II

	to be signed by the Regional Director 1.3.1 The Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment; 1.3.2 The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements 1..3.3 Property personnel shall submit the original copy to COA and photocopy to the Accountable Officer and HOBS/HODS concerned.		being handled and the availability of documents and information to support the issuance of recommendation.)	
TOTAL		None	5 Days, 2 Hours, 5 Minutes	

2. Facilitation of Request for Replacement/Reimbursement of Lost Damaged or Destroyed Properties

When the lost, damaged and destroyed property issued to employees was due to other circumstances other than force majeure, theft/robbery and fire (whereas lost may be credited), the Accountable Officer can request for the replacement or reimbursement of the money value of the lost property or payment of cost of repair of the damaged property, within thirty (30) days from the occurrence of loss.

Office or Division:	Property and Supply Section (PSS)
Classification:	Complex Transaction

Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Regional Director		1. From PSS Office through PREMIS 2. To be prepared by the Client without any prescribed format		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User shall request to the Regional Director re replacement or reimbursement of lost, damaged or destroyed properties.	1.1 The Regional Director shall forward the request to the Property and Supply Section (PSS). 1.1.1 PSS shall assign to action officer the request for review 1.1.2 Review the request and determine the completeness of data and attachments If not complete – Prepare a Memorandum to the Accountable Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s The Memorandum shall be signed by the Regional Director If Complete – Proceed to the next step	None	20 Minutes	Director IV, Field Office II

	1.2 The Property Personnel shall prepare a recommendation addressed to the Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value	None	5 Days (May be extended depending on the number of transactions being handled and the availability of signatories of approving officials)	Administrative Officer IV, Property and Supply Section
	<p>1.3 The property personnel shall receive of the decision (approval/disapproval) from the Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:</p> <p>If the request is disapproved, prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.</p> <p>Upon receipt of the lacking requirements or compliance with the</p>	None	2 Days (May be extended depending on the number of transactions being handled)	Administrative Officer IV, Property and Supply Section

	<p>instructions of the Regional Director, repeat step 1.1 2.</p> <p>If the request is approved, prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/ replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the Cash Section within 15 calendar days from receipt of the decision</p> <p>Proceed to next step</p>			
2. Present replacement unit/Settle the money value of the lost property	<p>2.1 Inspect/Validate the offered replacement item/s</p> <p>If Non-Compliant, inform the Accountable Officer of the reason/s for non-compliance and to meet the needed requirements.</p> <p>If Compliant, proceed to next step</p> <p>Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:</p>	None	8 Hours (May be extended depending on the number of transactions being handled)	Administrative Officer IV, Property and Supply Section

	a. Accept replacement unit b. Prepare necessary documentation/update record in PREMIS c. Prepare Memorandum to Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account			
	2.2 Reimbursement - The accountable officer, through the assistance of property personnel shall secure from the Accounting Section the order of payment and pay to the Cash Section the money value of the lost property in accordance with the approved recommendation.	None	2 Hours	Administrative Officer IV, Property and Supply Section
3. Fill-out CSMF	3. Upon completion of the process, the Property personnel shall administer the CSMF (either online or paper-based) from the client/accountable officer through the prescribed customer feedback form	None	5 Minutes	Administrative Officer IV, Property and Supply Section
TOTAL		None	For Replacement - 7 Days, 12	

		Hours, 25 Minutes For Reimburseme nt - 7 Days, 7 Hours, 25 Minutes	
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3. Issuance of Sticker Pass

- Issued in lieu of Gate Pass when **portable equipment belonging to the Department** (i.e. laptop) are frequently brought outside or inside DSWD premises.
- Issued as proof of ownership of **personal/ private properties** (e.g. demo units, consigned items) brought inside DSWD premises for more than one day.

Office or Division:	Property and Supply Section (PSS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of duly accomplished request for issuance of Sticker Pass <u>In the absence of the authorized signatory secure any of the following:</u> 1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession 2. Digitally signed using the PNPKI registered digital signature 3. Printed copy of email using the official DSWD email account requesting for the issuance of sticker pass	To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS); 1. Records and Archives Management Section (RAMS) 2. Digital signature of: <ul style="list-style-type: none"> Authorized signatory or; Authorized representative with attached 1 photocopy of SO for order of succession 3. From the: <ul style="list-style-type: none"> Authorized signatory or;

4. Present the property to claim sticker pass		<ul style="list-style-type: none"> Authorized representative with attached 1 photocopy of SO for order of succession 4. To be presented by the requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	1.1. The property personnel shall receive the duly accomplished request for issuance Sticker Pass from 8am to 3pm	None	5 Minutes	Administrative Officer II, Property and Supply Section
	1.2 Validate request: If not duly signed, request for the lacking signature If duly signed, update expiration date of the sticker pass in PREMIS; for DSWD property with an accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically generate the name of	None	1 Hour, 30 Minutes	Administrative Officer II, Property and Supply Section

	service provider once request was approved.			
	1.3. Generate and print sticker pass and forward to Head of Property Office together with the Sticker Pass request for approval of the request and for signature of the generated Sticker Pass	None	30 Minutes	Administrative Officer II, Property and Supply Section
	1.4. Approve Sticker Pass Request and sign printed Sticker Pass	None	15 Minutes	Administrative Officer IV, Property and Supply Section
	1.5. Attach signed sticker pass to the submitted sticker pass request and file in the data file folder according to numerical sequence	None	15 Minutes	Administrative Officer II, Property and Supply Section
2. Claim Sticker Pass	2.1. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass.	None	30 Minutes	Administrative Officer II, Property and Supply Section
	If incorrect details, inform the requester and request for the right item. If correct details, Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker	None	30 Minutes	Administrative Officer II, Property and Supply Section
	2.3. Update PREMIS and marked sticker pass as claimed	None	30 Minutes	Administrative Officer II, Property and Supply Section

TOTAL	None	4 Hours, 5 Minutes	
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4. Re-issuance of Equipment and Semi-Expendable Supplies

To ensure that surrendered serviceable equipment and semi-expendable supplies may be requested for re-issuance to optimize the use of equipment or semi-expendable equipment or supply due to lack of equipment, lack of capital outlay and other exigencies.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format 2. From PREMIS online through the Designated Property Officer of concerned Office 3. From PREMIS online through the Designated Property Officer of concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/su	1. Receive, review and verify the availability of request	None	60 Minutes (Verification of request may take longer hours depending on technicality of details, availability and volume of items)	Administrative Officer II, Property and Supply Section

pply shall be assigned.				
2.Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2.1 Inform requesting Office on the availability/non-availability of items 2.1.1 Request approval of FETS for confirmation of transfer 2.1.2 AS Property Officer shall inform the OBS non-availability of equipment	None	120 Minutes (Processing of request may take longer hours depending on technicality of details, availability and volume of items)	Administrative Officer II, Property and Supply Section
3.Recording of re-Issuance through PREMIS	3.1 Update PREMIS and generate PAR/ICS and barcode	None	90 Minutes (Updating of PREMIS and generation of PAR/ICS and barcode may take longer hours depending on technicality of details, availability and volume of items)	Administrative Officer II, Property and Supply Section
	3.2 Transfer accountability through updating of database and issuance of PAR or ICS	None	45 Minutes (Processing and approval of request may take longer hours depending on technicality of details and volume of items)	Administrative Officer II, Property and Supply Section
	3.3 Attach generated barcode sticker on the requested item	None	15 Minutes (Barcode placement may take longer hours)	Administrative Officer II, Property and Supply Section

			depending on the volume of items)	
	3.4 Physical issuance of item or equipment and filing of PAR or ICS	None	60 Minutes (Issuance of item/s may take longer hours depending on volume of items and response of the end-user or requesting office)	Administrative Officer II, Property and Supply Section
	3.5 Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	Administrative Officer II, Property and Supply Section
TOTAL		None	6 Hours, 35 Minutes <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents, and available resources</i>	

5. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Warehouse Management Section subject to approval of the Chief of AS-PSAMD.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of duly accomplished RIS of concerned Offices 2. One (1) Photocopy of approved PPMP of requesting Office 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required		1. RIS template issued to respective Offices with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as AS-BGMD/GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Section including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance	1.1 Property Officer shall receive and validate the accuracy and completeness of all attached documents. 1.1.1 Upon receipt of RIS from PMD/PMS the Property Officer shall review and verify the completeness of information and attachments as follows: a. Photocopy of approved PPMP b. Inventory of Supplies on-hand duly noted by	None	20 Minutes (per submitted RIS)	Administrative Assistant, Property and Supply Section

Request (TAR)	the requesting Office's Head; c. Technical Report from concerned Offices, if necessary; d. Pre-repair inspection, if necessary 1.1.2 Property/Supply Staff shall return the RIS should the following be encountered: a. Incomplete documents b. Issuance will result in surplus of inventory of the requesting office. c. Item requested is not the intended item for replacement d. The specification of the item requested is not the same as provided in the Technical Report.			
	1.2 Property Officer shall check completeness of document If no , request for the lacking document(s); If yes , assign the RIS number, encode the RIS details in the monitoring tool, check the items if included in the Approved PPMP and proceed to the next step.	None	30 Minutes (per submitted RIS)	Administrative Assistant, Property and Supply Section
	1.3 Supply Officer shall check availability of Supplies	None	80 Minutes (per submitted RIS and actual	Administrative Assistant, Property and Supply Section

	<p>1.3.1 Assess the availability of the requested supplies. Fill-out the RIS Form. Put “√” for available items and/or “X” for items that are not available.</p> <p>If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</p> <p>If available, request the approval of the Section Chief in the RIS for the issuance of the item/s.</p> <p>1.3.2 Indicate the quantity issued in the “issued-quantity” column and any remarks in the “issued-remarks” column.</p>		availability verification)	
	<p>1.4 Prepare the items to be issued by observing the First In First Out (FIFO)/ First Expired First Out (FEFO) method. Issue and sign the “Issued by” portion.</p> <p>1.4.1 Goods to be issued must be recorded in the Stock and Bin Card and existing database.</p>	None	<p>4 Hours (Average working hours per RIS, however, transactions time may differ due to volume or quantity of items, distance of origination and destination, response time</p>	Administrative Assistant, Property and Supply Section

	1.4.2 The property staff shall issue the available requested items to the end user. 1.4.3 The End-User shall validate the quantity and specification of received items. If accurate/in order, sign the “received by” portion of RIS. 1.4.4 The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2nd copy shall be given to the end-user.		of the end user or requesting office)	
	1.5 The property staff shall provide CSMF to the client for the service provided.	None	5 Minutes	Administrative Assistant, Property and Supply Section
	1.6 After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Section	None	60 Minutes (Average time per RIS, depending on volume of transactions and simplicity or complexity of information)	Administrative Assistant, Property and Supply Section
TOTAL		None	7 Hours, 25 Minutes (Average working hours and not a continuing process per	

		step and applicable to 1-10 types of items for less than 50 total quantity of items)	
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6. Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

Prior to issuance to the end user, all newly acquired properties, classified either as PPE or Semi-expendable properties, shall first be coordinated with the Property and Supply Section (PSS) for recording and property tagging.

Office or Division:	Property and Supply Section (PSS)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)		Procurement Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents to Property Office:	1.1. The Inspection Committee shall submit from 8am to 5pm, Mondays to Fridays, except holidays:	None	5 Minutes	Administrative Officer II, Property and Supply Section

	<p>For Purchased Property</p> <ul style="list-style-type: none"> a. Purchase Order (PO) Or Contract b. Sales Invoice (SI)/Delivery Receipt (DR) c. Notice to Proceed, Certificate of Completion/Inspection and Acceptance Report (IAR)/ Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO) / FO to CO / FO to FO d. Copy of Purchase Contract e. Approved Distribution List <p>For Donated Properties</p> <ul style="list-style-type: none"> a. Deed of Donation b. Approved Distribution List <p>For properties attached to subscription</p> <ul style="list-style-type: none"> a. Copy of Contract b. Approved Distribution List <p>For fabricated and constructed buildings</p> <ul style="list-style-type: none"> a. Liquidation Report for fabricated properties; and b. Approved Distribution List <p>Note:</p>			
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	Prior to recording, ensure the following: a. that the items are properly inspected prior to transmittal of documents b. Documents are endorsed with routing slip			
	1.2. The Property Personnel shall validate the accuracy and completeness of all attached documents	None	15 Minutes	Administrative Officer II, Property and Supply Section
	1.3. If no, request for the lacking document/s If yes, proceed to the next step	None	5 Minutes	Administrative Officer II, Property and Supply Section
	1.4. The Property Personnel shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS	None	10 Minutes	Administrative Officer II, Property and Supply Section
	1.5. The property officer shall determine property acquisition cost and record the property details, identified end user and other information in PREMIS Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification.	None	10 Minutes	Administrative Officer II, Property and Supply Section

	1.6. The Property Personnel shall print the property label/barcode to be placed in the most visible and secured part of the property and print the PAR/ICS and Undertaking (if with secondary end-user) for Approval of the Head of Property Office	None	10 Minutes	Administrative Officer II, Property and Supply Section
	1.7. The property officer shall prepare Memorandum to endorse the approved PAR/ICS and Undertaking (if with secondary end user) forms with attached routing slip and CSMF to the identified end user	None	15 Minutes	Administrative Officer II, Property and Supply Section
	1.8. Issuance of Semi expendable property, the property personnel shall prepare the Report of Semi-Expendable Property Issued (RSPI) to report the issued property and forward to Accounting Section	None	1 Day	Administrative Officer II, Property and Supply Section
	1.9. Scan barcode PAR/ICS to update the following information of the property in PREMIS: 1. Date the PAR/ICS was returned with signature of the End-User	None	10 Minutes	Administrative Officer II, Property and Supply Section

	2. Date of approval of PAR/ICS			
	1.10. The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference	None	5 Minutes	Administrative Officer II, Property and Supply Section
TOTAL		None	1 Day, 1 Hour, 5 Minutes	

7. Request for Dormitory Accommodation

DSWD provides temporary accommodation in the Field Office through its dormitories for all DSWD Officials and Employees.

Office or Division:	General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit one (1) copy of the duly accomplished Request for Dormitory Accommodation Form		General Services Section		
UPON CHECK-IN				
2. Billet Form (1 original copy)		General Services Section		
PRIOR CHECK-OUT				
3. Order of Payment (1 original copy)		Accounting Section		
4. Official Receipt (1 photocopy)		Cash Section		
5. Clearance Form (1 original copy)		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the accomplished Request for Dormitory	1.1 Receive and assign a control number to the submitted request form and/or send an acknowledgement email to the Requesting Party.	None	3 minutes	Administrative Officer IV, General Services Section

Accommodation Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD.	1.2 Confirm the availability/non-availability of the Dormitory to the Requesting Party and provide recommendation for approval/disapproval to the Chief of General Services Division.	None	10 minutes	Administrative Officer IV, General Services Section
	1.3 Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/disapproval.	None	5 minutes	Administrative Officer IV, General Services Section
	1.4 Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	Supervising Administrative Officer, Administrative Service
2. Secure a billet form to the AS-GSD	2.1 Provision of Service 2.2 Issue a billet form signed by the Dormitory Manager and Chief/OIC of GSD	None	3 minutes	Administrative Officer IV, General Services Section
3. Present the Billet Form and request an Order of Payment to the FMS – Accounting Division	3. Issue an Order of Payment and attach the Billet Form presented	None	15 minutes	Administrative Officer IV, General Services Section
4. Pay the required fees at the Financial Management Service – Cash Division *Make sure to secure Official	4. Accept the payment based on the Order of Payment 4.1 Issue the Official Receipt (OR)	300.00 – DSWD Official/ Employees 500.00 – Non-DSWD	15 minutes	Administrative Officer IV, General Services Section

Receipt that will be issued upon payment		Government Personnel		
5. Return to the AS-GSD for the processing and release of Clearance or Certification	5. Secure the copy of the OR and issue a clearance/ certificate to the Client	None	15 minutes	Administrative Officer IV, General Services Section
6. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	6. Secure the accomplished CSMF	None	2 minutes	Administrative Officer IV, General Services Section
TOTAL		None	1 Hour and 13 Minutes	

8. Request for the Use of DSWD Conference Rooms

The use of conference rooms is provided for all DSWD Officials and Employees as a venue for meetings, events and other official activities at the Field Office.

Office or Division:	General Services Section (GSS)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All DSWD Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Submit one (1) copy of the duly accomplished Request for Use of Conference Room Form		General Services Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the accomplished Request Conference Room Form through email at gsd@dswd.gov.ph or Hard copy endorsed to GSD.	1.1 Receive and assign a control number to the submitted request form and/or send an acknowledgement email to the Requesting Party.	None	3 minutes	Administrative Officer IV/Head General Services Section
	1.2 Confirm the availability/non-availability of the Conference Room to the Requesting Party and provide recommended approval/disapproval to the Chief of General Services Division.	None	10 minutes	Administrative Officer IV/Head General Services Section
	1.3 Affix his/her signature and endorse the request to the Director IV of Administrative Service for approval/disapproval.	None	5 minutes	Administrative Officer IV/Head General Services Section
	1.4 Sign the request form and return the approved/ disapproved request to the GSD	None	5 minutes	Supervising Administrative Officer/Chief, Administrative Services Division
	1.5 Transmit the approved or disapproved request to the Client through email	None	5 minutes	Administrative Officer IV/Head General Services Section
2. Wait for the email if the request is approved or disapproved. If approved, acknowledge and/or confirm receipt of email	2. Inform the client of the request through email. If disapproved, issue a certificate of non-availability of conference room.	None	5 minutes	Administrative Officer IV/Head General Services Section

If disapproved, request a certification of non-availability of conference room				
3. Before the actual event, check the arrangement set up	3. Before the actual event, check that all event requirements are arranged as requested 3.1 Provision of Service	None	10 minutes	Administrative Officer IV/Head General Services Section
4. Accomplish the Client Satisfaction Measurement Form (CSMF) through online or pen and paper.	4. Secure the accomplished CSMF	None	2 minutes	Administrative Officer IV/Head General Services Section
TOTAL		None	45 minutes	

9. Request for Use and Monitoring of Vehicle

This service is to provide a systematic procedure in response to the official requests for the vehicle of the Department's Executive Officials and other employees.

Office or Division:	General Services Section GSS)	
Classification:	Complex	
Type of Transaction:	G2G Government-to-Government	
Who may avail:	All DSWD personnel regardless of nature of employment or rank	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished one (1) copy of Request for Use of Service Vehicle Form (AS-TMS-01) a. Original Copy for GSS		General Services Section

b. 1 receiving copy for the Section/Division concerned (photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Request Form (AS-TMS-01) together with the receiving copy to the GSS Note: Submission of request must be at least 2 days prior to the actual travel.	1.1 Receive and stamp "Received" in the receiving copy. 1.1.1 Review/validate the received request if properly accomplished; special directives or emergency requests may be received through the accomplishment of the Vehicle Request Form.	None	2 minutes 3 minutes	Administrative Officer IV/Head General Services Section
2. Coordinate / follow up with the GSS regarding their request. Note: If the vehicle is not available, please proceed to Step 3. Otherwise, proceed to Step 4.	2.1 Request shall be forwarded within the same day to the technical staff or personnel in charge for evaluation of the request. 2.1.1 Review the current schedule of availability of vehicle; Note: <i>If the vehicle is not available, proceed to Step 3. Otherwise, proceed to Step 4</i> 2.1.2 If the vehicle is not available, inform the end-user thru phone call or email. The technical	None	3 minutes 3 minutes 10 minutes	Administrative Officer IV/Head General Services Section

	staff or personnel in charge prepares certification of non-availability of vehicle			
3. Receive the Certification of non-availability of vehicle. (end of transaction if vehicle is not available)	3.1 Review and sign the certification 3.1.1 Issue the certification to support the reimbursement claims for use of public transport of the end-user	None	2 minutes 2 minutes	Administrative Officer IV/Head General Services Section
4. Receive the confirmation of travel details from the GSS personnel.	4.1 If vehicle is available, the technical staff or personnel in charge shall identify the appropriate vehicle to accommodate the request through number of passengers and destination; 4.1.1 The technical staff or personnel in charge shall prepare Trip ticket for trips within Metro Manila;	None	2 minutes 15 minutes	Administrative Officer IV/Head General Services Section
	4.2 The technical staff or personnel in charge shall prepare Travel Order and Trip ticket in case of out of town trip;	None	15 minutes	Administrative Officer IV/Head General Services Section
	4.3 The GSS Head shall review and sign the Trip Ticket and the Travel Order shall be signed by the FO Administrative Division Chief	None	2 minutes	Supervising Administrative Officer, Administrative Services Division
	4.4 Upon approval of the Trip Ticket and/or Travel	None	10 minutes	Administrative Officer IV/Head

	Order, the technical staff or personnel in charge shall immediately coordinate with requesting party/end-user for the confirmation of the travel details thru phone call and issue to the driver the Trip Ticket and/or Travel Order.			General Services Section
5. Use of DSWD vehicle	5. At the scheduled date of the trip, the driver shall wait at the designated area identified by the requesting party/end-user.	None	As needed	Administrative Officer IV, General Services Section
6. End of travel and/or back to work station Note: <i>Passenger to fill-out "Client Satisfaction Measurement Form" (CSMF) thru online or drop the CSMF thru the drop boxes available in the GSS.</i>	6.1 The driver must travel back to the workstation or park the vehicle at the designated DSWD garage. 6.1.1 The driver and Security Guard shall briefly assess the condition of the vehicle and check if there are major damage/s. 6.1.2 The Security Guard shall record the vehicle's condition on the Guard's Report / Security Guard Logbook. <i>Note: The driver shall surrender the vehicle keys to the Security Guard. All vehicles must be stationed at the DSWD Central Office/Field Office, or at any DSWD Satellite</i>	None	20 minutes	Administrative Officer IV, General Services Section

	Office/facility at the end of each official trip. 6.3 All relevant documents such as Trip Ticket, Fuel Consumption and Monitoring Form, Receipts of Toll Fees, and Travel Order shall be filed accordingly.			
TOTAL		None	1 Hour and 55 Minutes	

10. Surrender / Turnover of Property and Cancellation of Property Accountability

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

Office or Division:	Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS) 2. For unserviceable property: <ul style="list-style-type: none"> 1 photocopy of Technical Assistance Report Inspection Report 3. Actual Property for turnover		1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format; 2. For unserviceable property: From concerned DSWD OBSUs (IT Equipment – RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSS; Maintenance Equipment – GSS) General Accounting Manual Volume II Appendix 62 with prescribed format 3. To be made available by the accountable person	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End- User will apply for clearance for property accountability	1.1 The Property Personnel will verify and evaluate the following: <ul style="list-style-type: none"> • Duly Accomplished and signed FETS; • RRPS (if applicable) • Pre-Inspection report or TA(if required) • Surrendered Property Item/s 1.1.1 Any discrepancy will be discussed with the DPSC or end-user for rectification of documents or replacement of surrendered items. 1.1.2 Identify when rectification of documents applies 1.1.3 Identify when replacement of surrendered items 1.1.4 The Property Personnel shall prepare recommendation either rectification or replacement	None	90 Minutes (Depending on the distance of origin and destination office and volume of items to be surrendered)	Administrative Officer II, Property and Supply Section
	2.1 The Property Personnel/ Warehouse Officer shall receive the surrendered property item/s including the submitted FETS, RRSP (if applicable) and other pertinent documents then shall sign the	None	55 Minutes (Processing may take longer hours depending on technicality and volume of items)	Administrative Officer II, Property and Supply Section

	<p>“Received By” portion in the FETS.</p> <p>The property staff shall provide the customer feedback for manually requested FETS to the requesting party for the service provided.</p> <p>2.1.1 Property Personnel shall generate and print two (2) copies PAR or ICS through PREMIS; and,</p> <p>2.1.2 Generate and print the barcode sticker, then attach to each surrendered property item/s</p>			
	<p>3.1 The property staff shall sign the generated PAR/ICS under the “Received by” portion</p> <p>3.1.1 Forward to the Property Division/Section Chief for signature on the “Approved by” portion.</p> <p>3.1.2 The property personnel shall scan and provide copy of approved PAR/ICS to the DPSC/End User as reference and confirmation of cancellation of property accountability of the end user</p> <p>3.1.3 Property Personnel shall forward the signed PAR/ICS to the</p>	None	55 Minutes (Signing may take longer hours depending on volume of items)	Administrative Officer II, Property and Supply Section

	concerned personnel for filing and uploading.			
TOTAL		None	4 Hours, 45 Minutes <i>(Total time for continuous and non-continuous transactions and may take longer time depending on volume, technicality, documents and available resources)</i>	

10. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

Office or Division:	Property and Supply Section (PSS)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Department of Social Welfare and Development (DSWD) Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS;	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1.1. To facilitate the transfer of property from one end user to another, the requester shall accomplish and submit the FETS for transfer to Property Office from 8:00 AM to 5:00 PM, Mondays to Fridays except holidays	None	10 Minutes	Administrative Assistant II, Property and Supply Section
	1.2. The property personnel shall review the accomplished FETS form if the needed signatures are complete	None	15 Minutes	Administrative Assistant II, Property and Supply Section
	1.3. Check completeness of documents. If incomplete , FETS shall be returned to the requester for completion. If complete , proceed to the next step	None	30 Minutes	Administrative Assistant II, Property and Supply Section
	1.4. Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module	None	30 Minutes	Administrative Assistant II, Property and Supply Section
	1.5. The property personnel shall generate and print the Property Transfer Report (PTR)/Inventory Transfer Report (ITR), Undertaking (if there is a secondary accountable person)	None	30 Minutes	Administrative Assistant II, Property and Supply Section

	<p>into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.</p> <p>Generate and print barcode sticker with number of copies as follows:</p> <table><tr><td>Computer Desktop</td><td>4</td></tr><tr><td>Split Type Air condition unit</td><td>2</td></tr><tr><td>Partition</td><td>Depends on the number of partition per property number</td></tr><tr><td>Blinds</td><td>Depends on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table> <p>Generated PTR/ITR with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.</p>	Computer Desktop	4	Split Type Air condition unit	2	Partition	Depends on the number of partition per property number	Blinds	Depends on the number of blinds per property number	Other property	1		
Computer Desktop	4												
Split Type Air condition unit	2												
Partition	Depends on the number of partition per property number												
Blinds	Depends on the number of blinds per property number												
Other property	1												

2. Receive the PTR/ITR and undertaking Note: The end user shall return the signed PTR/ITR, undertaking (if with secondary accountable person) to the property office	2.1 Provide one copy of PTR/ITR and undertaking (if with secondary accountable person) to the end user for their reference	None	4 Hours, 15 Minutes	Administrative Assistant II, Property and Supply Section
	2.2. Scan barcoded PTR/ITR and update the following information of the property in PREMIS and file for reference: a. Date the PTR/ITR and undertaking (if with secondary accountable person) was returned with signature of the end user b. Date of approval of PTR/ITR Note: The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker is attached to the most visible and secured area of the property.	None	15 Minutes	Administrative Assistant II, Property and Supply Section
TOTAL		None	6 Hours, 20 Minutes	

**HUMAN RESOURCE MANAGEMENT AND
DEVELOPMENT DIVISION
(HRMDD)**

INTERNAL SERVICES

1. Issuance of Certificate of Employment to Current Officials, Employees and Contract of Service Workers

The COE is being issued to current Officials, employees, and COS Workers in the Central Office, which certifies their services rendered.

Office or Division:	Personnel Administration Section (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office officials, employees and COS workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Document Request Form or formal letter or e-mail request		PAS Receiving Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through /e-mail or accomplish the HRMDS-PAS Request Form (write contact details as, as needed) and submit to PAS together with complete supporting documents, if any.	1. Receive or acknowledge request for COE from the client and forward to personnel handling COE requests.	None	10 minutes	Administrative Officer II, Personnel Administration Section
2. Wait for the email notification	2.1. Upon receipt of request from receiving clerk, the responsible	None	2 Days, 4 hours (depending on	Administrative Officer II, Personnel

regarding the status of the requested COE or advice of the assigned PAS Focal Person	personnel shall review the request based on the purpose indicated in the request	None	the period of retrieving the files)	Administration Section
	2.2. Draft/print and forward the COE following the standard template to the authorized signatory for review/ certification • Use Service Card/201 File or Index Card for COS Workers as reference.			
	2.3. Authorized Certifying authority shall review/ sign/initial the COE			
	2.4 Inform the client that the COE is ready for releasing via e-mail/SMS/call.			
3. Proceed to PAS and get the requested document.	3. Provide one (1) duly signed COE to the client and request the client to accomplish the CSMF to be submitted via drop box, email or google form	None	3 hours and 30 minutes (depending on the availability of signatories) 20 minutes	Assistant Regional Director for Administration, Field Office II Administrative Officer II, Personnel Administration Section
TOTAL		None	3 Days	

2. Issuance of Certificate of Leave Credits (CLC) to Current Officials and Employees

The CLC is being issued to current Officials and employees in the Field Office (FO), which certifies their unutilized leave credit balances for a certain period.

Office or Division:	Personnel Administration Section (PAS)
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Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current DSWD Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area 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 HRMDD-PAS Request Form and submit to PAS.	1.1 Receive the complete documents submitted. 1.2 Forward the request to the PAS Focal Person.	None	5 minutes	Administrative Officer II, Personnel Administration Section
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ² . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.2. 2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.4. 2.2 Review/check the ELARS vis-à-vis the leave card.	None	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to</i>	Administrative Officer II, Personnel Administration Section

² Electronic Leave Administration and Recording System

	2.3 Reprint the corrected ELARS, if errors are found. 2.4 Encode the needed details to the CLC, print the issuance and attach the necessary documents.		<i>review the ELARS, or length of service of the client.)</i>	
	2.5 The Focal Person shall forward the CLC to the Certifying Authority for certification. 2.6 The Certifying Authority shall sign the CLC.	None	2 hours	Chief, HRMDD
3. Get the CLC issued.	3.1 Inform the client that the CLC is ready for releasing via email/SMS/call/ chat. 3.2 Provide one (1) duly signed CLC to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Administrative Officer II, Personnel Administration Section
TOTAL		None	7 days	

3. Issuance of Certificate of Leave Without Pay (CLWOP)/No LWOP (CNLWOP) to Current Officials and Employees

The CLWOP/CNLWOP is issued to current Officials and employees in the Field Office (FO), which certifies that they have/do not have 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 FO Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDS-PAS Request Form or formal letter or e-mail request		PAS Receiving Area 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 and submit to PAS.	1.1 Receive the complete documents submitted. 1.2 Forward the request to the PAS Focal Person.	None	5 minutes	Administrative Officer II, Personnel Administration Section
2. Wait for advice of the assigned Focal Person	2.1 Review the documents submitted and check if the client already has an encoded ELARS ³ . 2.1.1 If there is none, encode the ELARS. 2.1.2 If there is an encoded ELARS, proceed to step 2.2. 2.1.3 If there is an encoded and reviewed ELARS, proceed to step 2.4. 2.2 Review/check the ELARS vis-à-vis the leave card. 2.3 Reprint the corrected	None	6 days, 5 hours and 45 minutes <i>(May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to</i>	Administrative Officer II, Personnel Administration Section

³ Electronic Leave Administration and Recording System

	ELARS, if errors are found. 2.4 Encode the needed details to the CLWOP/CNLWOP, print the issuance and attach the necessary documents.		<i>review the ELARS, or length of service of the client.)</i>	
	2.5 The Focal Person shall forward the CLWOP/CNLWOP to the Certifying Authority for certification. 2.6 The Certifying Authority shall sign the CLWOP/ CNLWOP.	None	2 hours	Chief, HRMDD
3. Get the CLWOP/ CNLWOP issued.	3.1 Inform the client that the CLWOP/ CNLWOP is ready for releasing via email/SMS/call/ chat. 3.2 Provide one (1) duly signed CLWOP/ CNLWOP to the client and request the client to accomplish the CSMF to be submitted via drop box, email or Google form.	None	10 minutes	Administrative Officer II, Personnel Administration Section
TOTAL		None	7 days	

4. Issuance of Certificate of Performance Rating

The service covers the facilitation of issuance of Certificate of Performance Rating to officials and individuals in the Central Office for the performance period upon request.

Office or Division:	Human Resource Planning and Performance Management Section (HRPPMS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DSWD Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Request Form		Human Resource Management and Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form.	1.1 Acknowledge receipt of the request.	None	4 Hours	Administrative Officer V, HRPPMS
2. Wait for further instructions from HRPPMS.	2.1 Check the availability of performance ratings from the database. 2.2 Prepare the Certificate of Performance Rating for approval, if performance ratings are available. 2.3 Prepare the Certificate of No Performance Rating for approval, if HRPPMS has no records of performance ratings.	None	16 Hours	Administrative Officer V, HRPPMS
3. Receive or pick-up the certificate and accomplish the customer feedback form.	3.1 Inform the concerned personnel of the availability of the certificate.	None	4 Hours	Administrative Officer V, HRPPMS
4. Submit the accomplished customer feedback form.	4.1 File the receiving copy of certificate and update the monitoring tool	None		Administrative Officer V, HRPPMS
TOTAL		None	24 Hours (May be extended based on the number of transactions)	

		being handled.)	
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5. Issuance of Service Record to Current Officials and Employees

The Service Record (SR) is issued to current Officials and employees in the Field Office 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:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Current Field Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) HRMDD-PAS Request Form or formal letter or e-mail request		PAS Receiving Area Client		
(1) RO Clearance Certificate		Client or if none, FILE 201 / PER 16		
(1) Authorization Letter (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDS-PAS Request Form (write contact details as needed) and submit to PAS together with	1.1 Receive or acknowledge request for SR from the client and forward to personnel handling SR requests (via: DRF/email)	None	10 minutes	Administrative Officer II, Personnel Administration Section

supporting documents, if any.				
2. Wait for advice of the assigned PAS Focal Person	2.1 Upon receipt of request from the receiving clerk, the responsible personnel shall review the request based on the purpose indicated therein.	None	2 Days , 4 hours, (depending on the period of retrieving the files)	Administrative Officer II, Personnel Administration Section
	2.2 Draft/print and forward the SR following the standard template to the authorized signatory for review/ certification. ● Use Service Card or 201 File/as reference in preparing SR			
	2.3 If the SR is to be sent via courier service, prepare and print the transmittal letter with information on how to return customer feedback. Attach the SR and one Customer Feedback Form for accomplishment			
	2.4 Authorized Certifying authority shall review/ sign/initial the SR / transmittal letter.	None	3 hours, 30 minutes (depending on the availability of signatories)	Assistant Regional Director for Administration, Field Office II
	2.5 Inform the client that the SR is ready for releasing via e-mail/SMS/call.	None	10 minutes	Administrative Officer II, Personnel Administration Section
3. If the SR is for pick-up, proceed to PAS and get	3.1 Provide one (1) duly signed SR to the client and request the client to accomplish the CSMF	None	10 minutes	Administrative Officer II, Personnel

the requested document. If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	to be submitted via dropbox, email or google form			Administration Section
TOTAL		None	3 Days	

OFFICE OF THE REGIONAL DIRECTOR (ORD)

INTERNAL SERVICES

1. Data Sharing with DSWD OBSUs - List of Data Subjects

Generation of data sets with Personal Information (PI) and Sensitive Personal Information (SPI) for social protection purposes.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G) Government to Business (G2B) Government to Citizen			
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <i>With existing and valid Non-Disclosure Agreement (NDA):</i> <ol style="list-style-type: none"> One (1) original/copy of letter of request (indicating purpose for the request, the list of data sets required and how these will be used, and a reasonable timeline as to when the requested data is needed) <i>No existing and valid Non-Disclosure Agreement (NDA):</i> <ol style="list-style-type: none"> One (1) original/certified true copy of document indicating the appointed and NPC- registered Data Protection Officer One (1) original copy of accomplished Non-Disclosure Agreement (NDA) One (1) copy of List of personnel who will have access to the Listahanan data together with the purpose and data processing they will employ in the treatment of data 		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with	1.1 Review, input comment, and decide if the request is for	None	6 hours	Chief, Policy and Plans Division

attached e-copy of data requirements (if available) to NHTS.	processing or not, then endorse it to the NHTS RFC.			
	1.2 Receive and record the request in the document transaction/ tracking system. 1.2.1 Advise the requesting party that they will receive an email or call after 2-3 working days on the approval of their request and the expected schedule of release of the results. 1.2.2 Forward the request to the NHTS Policy and Plans Division (PPD) Chief for approval.	None	15 mins	Project Development Officer IV, NHTS
	1.2.3 Input recommendations and endorse it to the designated Data Privacy Officer (DPO)	None	6 hours	Project Development Officer IV, NHTS
	1.3 Review the request and make recommendations if the request is for approval or not, then endorse to the NHTS Policy and Plans Division Chief.	None	3 hours	Project Development Officer IV, NHTS
2. Submission of signed Non-Disclosure Agreement (NDA) Agreement	2.1 The NHTS PPD Chief endorses the recommendation to the NHTS RFC to inform the client on the approval or disapproval of the data request	None	2 hours	Chief, Policy and Plans Division

and other documentary requirements not included in the submission of letter of request to the NHTO/ NHTS for review on completeness	based on the DSWD AO 19, s. 2021. <ul style="list-style-type: none"> ● If Approved – Communicate with the requesting party, facilitate the signing of the NDA, and review all the documentary requirements. ● If Disapproved- Return to the requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. <i>End of process.</i> 2.1.1 After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the NHTS Information Technology Officer			
	2.2 Generate the requested data.	None	1 day	Project Development Officer IV, NHTS
	2.3 Review result of the data generation.	None	1 day	Project Development Officer IV, NHTS
	2.4 Secure the data by adding password protection to the file. 2.4.1 Prepare Data Release Form (DRF), draft memorandum reply, and burn results in a compact disc (CD), USB stick, or hard drive.	None	1 day	Project Development Officer IV, NHTS

	<ul style="list-style-type: none"> Other storage devices may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party. Google drive may also be used as a storage of the requested data as long as it is encrypted and password-protected. Further, the password will only be released to the authorized personnel of the requesting party. <p>2.4.2 Counter sign in the DRF.</p> <p>2.4.3 Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the Administrative unit.</p>			
	2.5 Track and scan the document before releasing the result to the requesting party.	None	10 minutes	Project Development Officer IV, NHTS
3. Call NHTS for retrieval of password upon receipt of the result and submit the signed Certificate of Acceptance	<p>3.1 Provide the password of the file to the requesting party thru phone upon inquiry and receive the signed Certificate of Acceptance from the requesting party.</p> <p>3.1.1 Administer the Client Satisfactory Measurement Survey</p>	None	10 minutes	Project Development Officer IV, NHTS

	(CSMS) form per Committee on Anti-Red Tape (CART) guidelines.			
TOTAL <i>*with possible extension on the actual data processing depending on type of data being requested and the compliance and submission of the documentary requirements by the requesting party.</i>		None	5 days, 1 hour and 35 minutes	

2. Data Sharing with DSWD OBSUs – Name Matching Request

Provision of data corresponding the individual/s name matching request to determine if a household is in the Listahanan database and its poverty status.

Office or Division:	National Household Targeting Sections (NHTS)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizen		
Who may avail:	All DSWD Offices, Bureaus, Services, Units (OBSUs) at the Central and Field Offices, Centers, Residential Care Facility, Sections, and Units (CRCFU) at the regional level, and attached agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• <i>With existing and valid Non-Disclosure Agreement (NDA):</i><ol style="list-style-type: none">1. One (1) original/copy of letter of request (Indicate reason for name matching)2. One (1) electronic copy (Preferably in CSV format) of the name to be matched which includes the following:<ul style="list-style-type: none">• Complete name (Last name, First Name, Middle Name, Extension Name)• Birth Date (YYYY-MM-DD format)• Philippine Standard Geographic Classification of (PSGC) Province, City/Municipality, and Barangay		Provided by the Requesting Party	

<ul style="list-style-type: none"> • No existing and valid Non-Disclosure Agreement (NDA): <ol style="list-style-type: none"> One (1) original Non-Disclosure Agreement (NDA) signed by the: (1) Head of Office as Personal Information Controller (PIC), (2) designated Data Privacy Officer (DPO) or Compliance Officer (COP) One (1) copy of List of Personnel who will access, process, and safeguard the Listahanan data, including the employed data processing 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter of request together with the electronic copy of the names for name matching	1.1 Receive and record the request. 1.1.1 Endorse request to the Regional Director	None	15 minutes	Chief, Policy and Plans Division
	1.2 Provide instruction to facilitate/review the request. 1.2.1 Endorse the Policy and Plans Division (PPD) Chief.	None	2 hours	Director IV, Field Office II
	1.3 Provide recommendations on the request. 1.3.1 Endorse to the NHTS RFC to inform the client about the status of their request.	None	1 hour	Chief, Policy and Plans Division
	1.4 Inform the client on the status of data request based on the DSWD AO 19, s. 2021. • Disapproved – Sign the letter of disapproval	None	1 hour	Project Development Officer IV, NHTS

	and endorse it to the client. <i>End of process</i> <ul style="list-style-type: none"> • <i>Approved</i> – Notify and provide the NDA and documentary requirements to the client 			
2. Provide the documentary requirements and the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP)	2.1 Review all documentary requirements including the NDA submitted by the client. <ul style="list-style-type: none"> • Non-Compliant – Inform the client regarding the incomplete requirement via email. • Compliant – <ol style="list-style-type: none"> a. Sign the NDA and endorse to the DPO for signature b. Endorse the signed NDA to NHTS Information Technology Officer (ITO) for processing 	None	2 hours	Project Development Officer IV, NHTS
	2.2 Review the compliance of the electronic copy of names with the required template/format: <ul style="list-style-type: none"> • Non-Compliant – Inform the client about the findings via email • Compliant – Process the request within the set deadline depending on the volume or number of names to be matched 	None	1 day (5,000 and below) 3 days (5,001 – 50,000) 7 days (50,001 – 400,000) 18 days (400,001 – 1,000,000)	Project Development Officer IV, NHTS

3. Provide a storage device that is approved by the NHTS ITO or request for a Google Drive link	3.1 Secure the data by adding a password to the file. 3.1.1 Prepare the Data Release Form (DRF). 3.1.2 Draft the response memorandum. 3.1.3 Save the results in a compact disc (CD), Universal Serial Bus (USB) stick, or hard drive. 3.1.4 Sign the DRF. 3.1.5 Endorse the finalized documents to PPD Chief.	None	3 hours	Project Development Officer IV, NHTS
	3.2 Sign the memorandum and endorse it to the Administrative Assistant for releasing.	None	1 hour	Director IV, Field Office II
4 Receive the results of name matching	4.1 Track and scan a copy of the documents for record keeping. 4.1.1 Release the document to the client	None	10 minutes	Project Development Officer IV, NHTS
5. Fill-out the Client Satisfactory Measurement Survey (CSMS)	5. Provide the client the CSMS form per Committee on Anti-Red Tape (CART) guidelines	None	10 minutes	Project Development Officer IV, NHTS
TOTAL <i>*With possible extension on the actual data processing and depending on the number of names required but shall not exceed forty (40) days as reference in RA-IRR-11032.Rule 7.Section 3.c.</i>		None	For 5000 names and below: 2 days, 3 hours and 35 minutes For 5,001 -50,000 names:	

		4 days, 3 hours and 35 minutes For 50-000 – 400,000 names: 8 days, 3 hours and 35 minutes For 400,001-1,000,000 names: 21 days, 3 hours and 35 minutes	
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3. Data Sharing with DSWD OBSUs – Statistics/Raw Data Request

Generation of source data, unprocessed anonymized data or numerical processed data as requested by the client.

Office or Division:	National Household Targeting Sections (NHTS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DSWD Offices/Bureaus/Services/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original or copy of letter of request (specify purpose and data requested)		Provided by the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or email re: request for Listahanan	1.1 Receive and record the request. 1.1.1 Forward request to National Household Targeting Section	None	30 minutes	Project Development Officer IV, NHTS

data – addressed to the NHTO Director/ Regional Director.	(NHTS), then furnish Regional Director and the Policy and Plans Division (PPD) a copy of the request			
	1.2 Review the request based on AO 19 s.2021. 1.2 1 Input comment/s then endorse to the NHTO Statistics Section/ NHTS Associate Statistician	None	2 hours	Project Development Officer IV, NHTS
	1.3 Provide instruction based on the data requested. If the request is: <ul style="list-style-type: none"> • Not clear <ol style="list-style-type: none"> In case of vague data request, instruct the Associate Statisticians to coordinate with the data users (through emails, recorded calls or text) and clarify the data requirement. In case the requested data is not available in the Listahanan database, instruct the Associate Statistician to coordinate with the requesting party and provide recommendations on other data available in the Listahanan. • Clear - Forward request to the Associate Statistician for data generation. 	None	3 hours	Project Development Officer IV, NHTS

	1.4 Generate the requested data from the Listahanan database, and export into excel or any format available. 1.4.1 Draft response letter to the requesting party and attach routing slip. 1.4.2 Submit to the NHTO Statistics Section Head/ NHTS RFC for review.	None	1 day	Project Development Officer IV, NHTS
	1.5 Review the generated statistical /raw data. In case the generated data is: <ul style="list-style-type: none"> • Not accurate – Return the generated statistical/raw data to the Associate Statisticians for revision. • Accurate – Submit to the NHTO Operations Division Chief / FO PPD Chief for review and recommending approval. 	None	3 hours	Project Development Officer IV, NHTS
	1.6 Countersign response letter and endorse the same to the Regional Director for approval.	None	2 hours	Chief, Policy and Plans Division
	1.7 Approval of the facilitated data request for release to the requesting party. <ul style="list-style-type: none"> • If Disapproved – Provide note on the reason of disapproval; then return the facilitated request to 	None	5 hours	Director IV, Field Office II

	the Operations Division / NHTS for revision. <ul style="list-style-type: none"> • If Approved – Sign the response letter for data release. 			
2. Receive the data requested and fill-out the CSMS form	2.1 Track and facilitate the release of the approved data request to the requesting party. 2.1.1 Administer Client Satisfaction Measurement Survey (CSMS) during the release of approved data request.	None	30 minutes	Project Development Officer IV, NHTS
TOTAL		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>For Walk-ins: Accomplish the Client Satisfaction Measurement Survey (CSMS) Form and drop it in the designated drop box at the Public Assistance/Complaints Desk (PACD).</p> <p>For online: Survey Form link can be accessed through https://tinyurl.com/FO2FEEDBACK</p> <p>Contact information: (078) 304-1004 or thru email at fo2@dswd.gov.ph.</p>
How is feedback processed?	<p>The designated technical staff shall compile and record all submitted feedback.</p> <p>For feedback requiring a response or update, these shall be forwarded to the concerned division, which must respond within three (3) working days upon receipt. The response shall then be relayed to the client, informing them of how their concern was addressed.</p> <p>For inquiries or follow-ups, clients may contact us at (078) 304-1004 or thru email at fo2@dswd.gov.ph.</p>
How to file a complaint?	Accomplish the Client's Transaction Form (CTF) available at the PACD.

	<p>Clients may file their complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Full Name and contact details • Transaction • Name of Person complained of • Reason for complaint • Evidence/s (if any) <p>For the status of complaint/s, clients may contact us at (078) 304-1004 or thru email at fo2@dswd.gov.ph.</p>
How complaints are being processed?	<p>The Grievance Officer shall review and evaluate all complaints received on a daily basis. Upon evaluation, the Grievance Officer shall coordinate with and forward the complaint to the concerned division for appropriate response and/or investigation.</p> <p>The concerned division shall take the necessary action and provide an official response. The Grievance Officer shall then ensure that the response or feedback is communicated to the client.</p> <p>For follow-ups or queries, you may contact us thru: Telephone: (078) 304-1004 Email: fo2@dswd.gov.ph</p>
Contact Information of CCB, PACE, ARTA	<p>Anti Red Tape Authority (ARTA) complaints@arta.gov.ph or call at 8478–5091 or 8478–5093</p> <p>Presidential Action Center (PACE) pace@op.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph CP No. 0908-881-6565</p>

LIST OF OFFICES

Office	Address	Contact Information
Office of the Regional Director	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	Tel/Fax: (078)375-2640 local 12888 Website: https://fo2.dswd.gov.ph
Office of the Assistant Regional Director for Administration	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12803
Administrative Services Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12809
Cagayan Valley Regional Rehabilitation Center for Youth	Brgy. Roma, Enrile, Cagayan	078-501-1042
Disaster Response Management Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12810
Financial Management Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12890
Human Resource Management and Development Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12811
Innovations Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12849

Office	Address	Contact Information
Pantawid Pamilyang Pilipino Program Management Office	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12823
Policy And Plans Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12805
Promotive Services Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12857
Protective Services Division	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12848
POO Cagayan	Brgy. San Gabriel, Tuguegarao City	(078) 377-9843
POO Isabela	Provincial Capitol, Ilagan, Isabela	(078) 323-2633
POO Nueva Vizcaya	Provincial Capitol, Bayombong, Nueva Vizcaya	(078) 362-8376
POO Quirino	Provincial Social Welfare and Development Office, Cabarroguis, Quirino	078-692-5732
Reception and Study Center for Children	Brgy. Maddarlug, Solana, Cagayan	078-377-5463
Regional Haven for Women and Girls	Brgy. Maddarlug, Solana, Cagayan	078-377-5232
SWAD Abulug	Brgy. Libertad, Abulug, Cagayan	0928-592-6743

Office	Address	Contact Information
SWAD Batanes	1st Floor, Provincial Capitol Complex, National Road, Basco, Batanes	0928-429-0953
SWAD Cagayan	# 3 Dalan na Pagayaya, Regional Government Center, Carig, Tuguegarao City, Philippines 3500	(078)375-2640 local 12830
SWAD Cauayan	Old Terminal Cabaruan, Cauayan City	0965-661-8448
SWAD Gattaran	2nd Floor Public Market, Centro Gattaran, Cagayan	0928-592-6743
SWAD Ilagan	Capitol Compound, Alibagu, City of Ilagan	0917-130-8212
SWAD Lallo	Centro Gymnasium, Lallo, Cagayan	0928-592-6743
SWAD Nueva Vizcaya	CLISOC Field, Don Domingo Maddela, Bayombong, Nueva Vizcaya	0917-127-4669
SWAD Quirino	2/F PSWDO Building, Capitol Hills, San Marcos, Cabarroguis, Quirino	0917-125-3970
SWAD Roxas	Municipal Gym LGU Compound, Bantug, Roxas	0965-661-8448
SWAD Santiago	Four Lanes, Malvar, Santiago City	0965-661-8448

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