

FOR : **ASEC. RODOLFO M. SANTOS, CESO II**
Chairperson, Committee on Anti-Red Tape
DSWD Central Office, Batasan, Pambansa Complex
Constitution Hills, Quezon City

FROM : **THE OIC-REGIONAL DIRECTOR**
DSWD Field Office Caraga
Butuan City

DATE : **June 17, 2021**

SUBJECT : **FO CARAGA REVISED CITIZENS CHARTER BASED ON
AUDIT RESULTS FINDINGS/RECOMMENDATIONS**

Respectfully submitting herewith the FO Caraga revised Citizens Charter, incorporating the recommendations based on the Audit results findings.

For your information and ready reference.

Kindly acknowledge upon receipt.

Thank you.


RAMEL F. JAMEN



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE CARAGA**

CITIZEN'S CHARTER

2021 (4th Edition)



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE CARAGA**

CITIZEN'S CHARTER

2021 (4th Edition)

I. Mandate:

The Department of Social Welfare and Development (Filipino: Kagawaran ng Kagalingan at Pagpapaunlad Panlipunan, abbreviated as 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 disadvantage.

II. Vision:

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

III. Mission:

The Department of Social Welfare and Development shall lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable and disadvantaged.

IV. DSWD Core Values:

- Maagap at Mapagkalingang Serbisyo
- Serbisyong walang puwang sa katiwalian
- Patas na Pagtrato sa Komunidad

V. Service Pledge:

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

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

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

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

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice. All these we pledge for the best interest of the clients/customers we serve.

VI. Quality Policy

We, the Department of Social Welfare and Development (DSWD) Field Office Caraga as the Region's lead agency in the delivery of social welfare and development programs and services, commit to:

- + Deliver coordinated, relevant, rights-based and empowering social welfare and development programs and services for the poor vulnerable and disadvantaged population;
- + Implement responsive policies and plans, learning and development interventions and regulatory services, developed either by the Field Office or Central Office, to enhance the capacity of our intermediaries for an improved delivery of social welfare and development programs and services;
- + Sustain and nurture a culture of excellence through internal and external convergence, highly competent human resource and suitable working environment;
- + Continuously quest for knowledge and innovation for organizational growth and improvement and provide appropriate interventions for personal and professional growth of workforce;
- + Adhere to professionalism, integrity, accountability and ethical standards towards customer satisfaction and quality service by complying with DSWD mandates, government rules and regulations, other pertinent laws and requirements.

"Sa Kalidad nga Serbisyo, Kalidad nga Kinabuhì Sigurado."

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Regional Office

External Services

1. ACCREDITATION OF PRE-MARRIAGE COUNSELORS

Refers to the process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section – Policy and Plans Division
Classification:	Highly Technical (20 working days)
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) Duly Accomplished Application Form 	<ul style="list-style-type: none"> DSWD Field Office Caraga - Standards Section https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <i>Annex A. PMC Form App</i>
<ul style="list-style-type: none"> Constitution and By-Laws/Local Ordinance or Resolution 	<ul style="list-style-type: none"> City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit
<ul style="list-style-type: none"> <u>One (1) photocopy of the following documents (original copies must be presented):</u> <ol style="list-style-type: none"> Any of the following as proof that the applicant is a graduate of four (4) year course: <ol style="list-style-type: none"> Photocopy of Certificate of graduation/college diploma or transcript of records; or Certified photocopy of valid PRC ID. Photocopy of Training Certificates/Certificates from seminars, conferences, training, and other related activities on basic counseling service for at least twenty-four (24) four hours. If original copy is unavailable, a certified true copy of the certificate of participation/attendance from the training provider will be accepted; 	

<ol style="list-style-type: none"> 3. Any of the following as proof that applicant is tasked to assist/conduct PMC sessions and/or part of the local PMC Team, if applicable: <ol style="list-style-type: none"> a. Certification from immediate Supervisor; or b. An approved resolution. 4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session; and 5. Other documents to be made available during the assessment visit. <ol style="list-style-type: none"> a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. 	
<p>FOR RENEWAL</p> <ol style="list-style-type: none"> 1. Certificates of training, seminars, orientation and other related or similar activities on marriage counseling or topics related to pre-marriage counseling such as but not limited to Gender and Development, Human Maturity, Value Clarification and Responsible Parenting for at least twenty-four (24) hours within the validity period of the preceding certificate. 2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (Annex D); 3. Summary documentation of PMC session/s conducted for 	<ul style="list-style-type: none"> • DSWD Field Office Caraga - Standards Section • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex D. PMC Form • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. PMC Form

<p>the past year using the template provided by DSWD (<u>Annex C</u>);</p> <p>4. Other documents to be made available during the validation visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> <p>b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and</p> <p>c. A summary/record on the number of Certificate of Marriage Counseling issued.</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secures application form thru the DSWD Website/Field Office Caraga	Provides client application form, and checklist of requirements	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)
STEP 2: Submit/ file application and supporting documents at Field Office – Standards Section	Receive the documentary requirements and shall provide the applicant with an application reference number for easy tracking and reference.	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office - Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
STEP 3: Awaits for acknowledgement or notification relative to the application.	<p>1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:</p> <p>1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.3 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p>	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office - Standards Section)
Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Field Office - Standards Section)
STEP 5: Prepare for the Actual Assessment	<p>Conducts validation assessment to include the following:</p> <p>a. Brief overview on the assessment process;</p> <p>b. Observation on the counseling session;</p> <p>; and</p> <p>c. Exit Conference</p>	None	2 working days	Technical Staff or Officer of the day (Field Office - Standards Section)

TOTAL

2. ACCREDITATION OF PRE-MARRIAGE COUNSELORS (DURING A STATE OF NATIONAL EMERGENCY OF CALAMITY)

Refers to the interim process of assessing the Pre-Marriage Counselors if they are compliant to set standards.

Office or Division:	Standards Section/ Policy and Plans Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	ALL Practicing/Planning to practice Pre-Marriage Counseling Sessions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Google Form Online Registration		DSWD Field Office Caraga – Standards Section
<u>Per AO No. 14 s. 2009</u> NEW APPLICANT <i>Scanned copy of the following documents:</i> 1. Accomplished Application Form 2. Certificate of graduation/college diploma or transcript of records from last school attended. 3. Certificate of attendance from PMC orientation program. 4. Certificate from immediate supervisor that the applicant is tasked to conduct PMC sessions. 5. Summary Documentation of PMC session/s conducted by the applicant in the past six (6) months period should be made available.		DSWD Field Office Caraga – Standards Section

FOR RENEWAL
Scanned copy of the following documents:

1. Accomplished Application Form
2. Certificates of attendance to at least eight (8) hours training every year (24 hours training in three years) on topics such as but not limited to Human Maturity, Value Clarification, Authentic Love, Responsible Parenting and Gender Development.

Accomplishment reports for the past three (3) years preceding the application.

Sample of summary documentation of PMC session/s conducted within three (3) years period.

DSWD Field Office Caraga –
Standards Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. PRE-ASSESSMENT				
STEP 1: Online Registration (Fill-out a google form to register intent to apply for accreditation (new/renewal) and submit	Provide client with google link.	None	*5 minutes	Support Staff in charge of all incoming documents (Field Office Standards Section)
STEP 2: Submission of scanned application form and requirements. Email to dSWD Standards Section Or Submission of hard copies via courier.	1.1 Notify applicant via email to submit application and other requirements. 1.2 Provides client application form, and checklist of requirements	None	*10 minutes	Technical Staff or Officer of the day / Support Staff in charge of all incoming documents (Field Office Standards Section)
STEP 3: Await for the acknowledgement/ email notification	Reviews and assesses the completeness of the requirements/documents submitted to wit:	None	3 working days	Technical Staff or Officer (Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
on the result of the pre-assessment of requirements.	<p>1.1 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule accreditation assessment observation.</p> <p>1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements, provide necessary technical assistance and return all the submitted documents.</p> <p>Email notification/ acknowledgement.</p>			Standards Section)
B. Accreditation Assessment Observation				
Live PMC Session (via google meet, zoom or messenger)				
STEP 1: Setting-Up of Live Conferencing and Actual conduct of PMC Session	<ul style="list-style-type: none"> • Ensure stable internet connectivity. • Accept invitation and join video conference room. • Prepare assessment tool. • Conduct brief orientation re: accreditation process with the applicant prior start of the session. • Observe the entire session. 	None	1 day	Technical Staff or Officer of the day (Field Office Standards Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Provide a brief post assessment observation. 			
For Recorded Video				
STEP 1: Upload (google drive) or email recorded video of actual PMC Session conducted Or Submit recorded file in flash drive/CD via courier	<ul style="list-style-type: none"> Notify applicant on the receipt of the file video. Contact the applicant and provide brief orientation on the accreditation process. Observe and watch the full video presentation. Contact applicant after watching the video and provide a brief post assessment observation. 	None	1 day	Technical Staff or Officer of the day (Field Office- Standards Section)
STEP 2: Awaits the approval of the application/ confirmation report/issuance of the Certificate	<ul style="list-style-type: none"> Prepares the confirmation report, with the following possible content: <ul style="list-style-type: none"> a. If favorable, inform applicant on the approval of his/her accreditation. b. unfavorable, recommend for reassessment. If assessment is favourable, prepare the certificate as well. Submit for approval of the FO Director 		7 working days	Technical Staff/ Section Head/ Division Chief
STEP 3: Receives the Accreditation Certificate	Email e-copy of confirmation report and Certificate	None	1 working day	Support Staff (Field Office Standards Section)
TOTAL For Complete and Compliant:		None	12 working days and 15 minutes	

***The number of minutes shall be included on the total working days**

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the Section and Division meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Standards Section 2nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

3. AUGMENTATION OF WELFARE GOODS

This refers to the request for the augmentation of welfare goods to the local government units affected disasters/calamities.

Office or Division	Disaster Response Management Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Local Government Units and Other Requesting Agency			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
LOCAL GOVERNMENT UNITS				
Disaster Report using the prescribed DROMIC Forms or any substantial report that will reflect the total number of affected families and individuals.			Client	
Request Letter signed by Local Chief Executives or any authorized representative			Client	
OTHER REQUESTING AGENCIES				
Request Letter signed by the Authorized Approving Officer			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Validation on the completeness of the documents <i>* If the requirements are lacking, inform the requesting party on the needed documents</i>	None	30 minutes	Disaster Focal
	Confirmation and verification of information thru the submitted disaster reports	None	10 minutes	Disaster Focal/DROMIC Focal
	Approving of the request and informing the	None	5 minutes	DRRS Head and Chief of the

	requesting party on the approval of the request.			Division
	Preparation and approval of the Request of Issuance Slip (RIS)	None	10 minutes	Administrative Assistant(RROS)
	Preparation and approval of the Journal Entry Voucher (JEV), Inventory Transfer Report (ITR) and Letter of Transfer (LOT) based on the approved RIS.	None	4 hours	Administrative Assistant (RROS) and Accounting Section
	Loading and releasing of the welfare goods	None	3 hours	Disaster Focal, Warehousing Unit Head
	Delivery of the goods to the affected LGU	None	1 day	Disaster Focal, Warehousing Unit Head
TOTAL		None	1 days, 7 hours and 3 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173</p> <p>Regional Resource Operation Section: Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173</p> <p>E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/

	special meetings.
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>Regional Resource Operation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

4. EMERGENCY SHELTER ASSISTANCE (ESA)

This refers to the provision of Emergency Shelter Assistance to local government units affected by disasters/calamities with validated partially or totally damaged houses.

Office or Division	Disaster Response Management Division	
Classification	Highly Technical	
Type of Transaction	G2G – Government to Government	
Who may avail	Local Government Units	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
Disaster Report using the prescribed DROMIC Forms or any disaster related report prepared by the MSWDO capturing substantial data damaged houses		Client
* Proposal approved by Local Chief Executives or any authorized representative		Client

* Rehabilitation Plan approved by Local Chief Executives or any authorized representative	Client
* Validation Report approved by Local Chief Executives or any authorized representative	Client
* Validated Masterlist approved by Local Chief Executives or any authorized representative	Client
* ESA Application Form duly filled by the beneficiaries	Client

* Client may coordinate with the office/division for the proper template of the documents.

Note: This request only applies when the Work and Financial Plan (WFP) submitted by the Field Office has already been approved by the Central Office for funding.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Review the completeness of the submitted ESA requirements	None	30 minutes	Disaster Focal
	Technical Review and Approving of the request	None	2 days	DRRS Head, DRMD Chief and Regional Director/Approving Officer
	Preparation of Cash Assistance Payroll (CAP), Disbursement Vouchers (DV), Cash Advance (CA) and Time Tally Sheets	None	30 minutes	Administrative Assistant
	Approving of CAP, DV and CA to the Finance and Management Division and the Regional Director/Approving Officer	None	3 days	Finance and Management Division, Regional Director/Approving Officer
	Coordinate with the LGU thru the C/MSWDO on the schedule of payout	None	15 minutes	DRRS Staff
2. Assist in the	Distribution of ESA to	None	1 day	DRMD Staff and

conduct of payout to the beneficiaries	the beneficiaries			payout masters
TOTAL		None	6 working days, 1 hour and 17 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the quarterly/ special meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph</p>

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5. FOOD-FOR-WORK ASSISTANCE

This refers to the provision of Food-for-Work assistance to local government units to conduct activities relating to disaster preparedness and early recovery and rehabilitation

Office or Division	Disaster Response Management Division			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
* Project Proposal signed by the Local Chief Executive or any authorized representative			Client	
* Masterlist of beneficiaries signed by the Local Chief Executive or any authorized representative			Client	
* Client may coordinate with the office/division for the proper template of the documents.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Review the completeness of the submitted FFW requirements	None	30 minutes	Disaster Focal
	Technical Review and Approving of the request	None	2 days	DRRS Head, DRMD Chief and Regional Director/Approving Officer
	Inform the requesting party that the request is approved.	None	5 minutes	Disaster Focal
	Preparation and approval of the Request of Issuance Slip (RIS)	None	10 minutes	Administrative Assistant (RROS)
	Preparation and approval of the Journal Entry	None	4 hours	Administrative Assistant (RROS) and Accounting

	Voucher (JEV), Inventory Transfer Report (ITR) and Letter of Transfer (LOT) based on the approved RIS.			Section
	Loading and releasing of the welfare goods	None	3 hours	Warehousing Unit Head
	Delivery of the goods to the affected LGU	None	1 day	Disaster Focal, Warehousing Unit Head
Total			3 days, 7 hours and 13 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>

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6. IMMERSION OUTREACH PROGRAM/GOVERNMENT INTERNSHIP PROGRAM

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

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

Office or Division:	Protective Services Division		
Classification:	Complex		
Type of Transaction:	G2G-Government to Government G2C-Government to Client		
Who May Avail:	18-25 years old Out of School Youth for Immersion Outreach Program (IOP) In-School Youth-Government Internship Program (GIP)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Income Tax Return(ITR)/ Barangay Certificate of Indigency		Bureau of Internal Review/ Barangay	
Birth Certificate		Local Civil Registrar/ Philippine Statistics Authority	
School Records		Last School attended	
Endorsement Letter		Local Social Welfare and Development Office (LSWDO)s	
IOP/ GIP Application Form		LSWDO/Sectoral Section	
Application Process			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The LSWDO will send an endorsement letter to FO together with the complete requirements of applicant/s.	1. Review documents of and preparation of applicant matrix. 1.1 Endorsement of applicants to Technical Working Group for approval 1.2 Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.	None	5 days	Sectoral Section; Youth Focal Person Technical Working Group
2. Attend program orientation and sign Undertaking and NDA.	2.1 The youth focal person will conduct a program orientation to all program beneficiaries. 2.2 Facilitate individual signing of undertaking and Non-Disclosure Agreement (NDA).	None	1 hour	Sectoral Section
3. Start of internship in their respective area of assignment.	3.1 Coordinate with LSWDO/YFP on the monitoring of performance program beneficiaries weekly after deployment.	None	15 minutes per LGU	Sectoral Section; Youth Focal Person
TOTAL		No fees	6 days	
Release of Stipend				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	

Daily Time Record			Client	
Accomplishment Report			Client	
Photo Documentation			Client	
Feedback Form			LSWDO/Division/Unit Assigned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. Review documents and prepare payroll.	None	1 day	Youth Focal Person
	1.2 Forward to Division Chief for Review and Recommending Approval.	None	1 hour	Protective Services Division Chief
	1.3 Forward to Finance Management Division for Financial Transactions.	None	6 days	Financial Management Division
	1.5 Inform program beneficiaries on the availability of stipend.	None	2 hours	Youth Focal Person
2. Claim stipend and Fill-out Customer Satisfaction Survey/Feedback	2.1 Facilitate release of stipend.	None	10 minutes	Youth Focal Person
	2.2 Facilitate filling-out of client satisfaction survey/feedback			
TOTAL		No fees	7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.

Contact Information	(085) 342 5619 loc. 106 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/
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7. ISSUANCE OF AFFIDAVIT OF CONSENT TO ADOPTION AND PRE-ADOPTION PLACEMENT AUTHORITY

Adoption is a socio-legal process of providing a permanent family to a child whose parents have voluntarily or involuntarily relinquished parental authority over the child.

Office or Division:	Protective Services Division – Adoption Resource and Referral Unite (PSD-ARRU)		
Classification:	Highly Technical		
Type of Transaction	G2C – Government to Citizens		
Who may avail:	Any Filipino Citizen or alien possessing qualifications stipulated in R.A. 8552 or the Domestic Adoption Act of 1998		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original Authenticated Birth Certificate	Philippine Statistics Authority		
2. Marriage Contract or Divorce, Annulment, Declaration of Nullity, or Legal Separation Documents	Philippine Statistics Authority, Regional Trial Court		
3. Written consent to the adoption	To be executed by the legitimate and adopted sons/ daughters, and illegitimate sons/ daughters if living with the applicant, who are at least ten (10) years old		
4. Physical and medical evaluation and when appropriate, psychological evaluation	Duly licensed physician and duly licensed psychologist		
5. NBI or Police Clearance	NBI or any Police Station where the applicant resides		
6. Latest Income Tax Return/ Certificate of Employment/ Savings Account	Bureau of Internal Revenue, Employer, Banks		
7. Three (3) Character References	Any non-relative member of the immediate community who have known the applicants for at least 3 years		
8. 3x5 sized pictures of the applicant(s) and his/ her/ their immediate family taken	Photo printing service provider		

within the last three (3) months				
9. Certificate of attendance at a pre-adoption forum or seminar		Adoption Resource and Referral Unit		
10. Affidavit of Temporary Custody from persons who will provide custody to the adoptee in case of untimely death of adoptive parents		Any individual or couple to be identified by the applicant/s		
11. For foreign applicant/s				
11.1 Certification of Legal Capacity to Adopt		Embassy in the country where the applicant resides		
11.2 Certificate of Residence in the Philippines		Bureau of Immigration or Department of Foreign Affairs		
11.3 Two (2) character reference		From non-relatives who knew the applicant/s in the country of which he/she is a citizen/resident prior to residing in the Philippines		
11.4 Police Clearance		From all places of resident in the past two (2) years prior residing in the Philippines		
11.5 Home Study Report; if not possible/available, a Certification regarding the same should be executed by the Central Authority or Embassy		ICAB accredited Foreign Adoption Agency or Central Authority/Embassy		
12. Additional requirements as may be needed by the social worker				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Inquiry	1.1 The ARRU Clerk facilitates the client to log in the logbook and assist the client to any ARRU social worker available 1.2 The social worker conducts initial	None	6 minutes	AA II-ARRU Clerk/ SWO II/III-ARRU Social Worker

	interview and provides checklist of requirements and schedule of Adoption Forum		1 hour	SWO II/III-ARRU Social Worker
2. Attendance of the client to the Adoption Forum	2.1 ARRU social worker conducts Adoption Forum		1 day	SWO II/III-ARRU Social Worker
3. Submission of the Application for Adoption together with the complete Adoption documentary requirements (2 sets: 1 original and 1 photocopy)	3.1 Review of the completeness and veracity of the documents submitted 3.2 The social worker to schedule home visit to the applicant		30 minutes	Prospective Adoptive Parents/ SWO II/III-ARRU Social Worker SWO II/III - ARRU Social Worker/Case Manager
4. Personal interview to the applicant/s	4.1 Conduct of interview to the applicant/s, members of the family and the character references identified by the applicant/s 4.2 Preparation of Home Study Report (HSR) 4.3 The ARRU head review and provide comments on the HSR and other attached documents		15 working days 15 working days 5 working days	Prospective Adoptive Parents/ SWO II/III - ARRU Social Worker/Case Manager SWO II/III - ARRU Social Worker/Case Manager ARRU Head
5. Submission of additional documents	5.1 Revision of HSR 5.2 Submit the dossier for review by PSD-		15 working days 6 working days	Prospective Adoptive Parents/

SWO II/III -
ARRU Social
Worker/ SWO
II/III -ARRU

				Social Worker/Case Manager
7. The applicant submits Acceptance Letter or Letter to Decline Placement of Child	7.1 Issue Pre-adoption Placement Authority and Affidavit of Consent to Adoption 7.2 Preparation of the applicant for the physical transfer of the child		3 working days 5 working days	Prospective Adoptive Parents/ SWO II/III - ARRU Social Worker/Case Manager SWO II/III – ARRU Social Worker/Case Manager
8. Physical transfer of the child to the applicant	8.1 Conduct of case conference during the actual placement of the child to the applicant		1 day	Prospective Adoptive Parents/ SWO II/III - ARRU Social Worker/Case Manager
9. File Petition for Adoption in court	9.1 Guide the Prospective Adoptive Parents in Filing the Petition		30 days	Prospective Adoptive Parents
10. Have the custody of the adoptive child	10.1 Continuous monitoring of the case until the Adoption Decree, Certificate of Finality and New Birth Certificate of the Child be issued. 10.2 Provision of Post-adoption Services		2 years	SWO II/III - ARRU Social Worker/Case Manager
TOTAL		None	2 years, 117 days, 2 hours and 36 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO
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How feedback are processed	ARRU clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the Personnel Section to be processed for immediate action (if there are any)
How to file a complaint	Complaints can be written in Client Satisfaction Survey form, through text/call in the contact information provided and through formal letter complaint stating the following: Name of complainant (optional) Narration of the complaint
How complaints are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	ARRU Section Protective Services Division 1 st Floor Lumilihok Building DSWD Field Office Caraga R.Palma St., Butuan City Tel. Nos.: (085) 342-5619 to 20 loc.115 Telefax: (085) 815-9173 Email: adoption.focrg@dswd.gov.ph ARTA- complaints@arta.gov.ph CSC- 0917-839-8272 Para sa taumbAYAN hotline: 8915-2575 8951-2576 8932-0111 PCC- 8888 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

8. ISSUANCE OF CERTIFICATE OF AUTHORITY TO CONDUCT REGIONAL FUND RAISING CAMPAIGN TO INDIVIDUAL, CORPORATION, ORGANIZATION OR ASSOCIATION

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division)
Classification:	Complex
Type of Transaction:	<ul style="list-style-type: none"> • Government to Client (G2C) • Government to Government (G2G)
Who may avail:	All eligible person/individual, corporation, organization or association desiring to solicit funds for charitable and public welfare purposes in one (1) region

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes		
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"> • DSWD Field Office Caraga - Standards Section • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form
2. One (1) Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC or other regulatory government agency which has jurisdiction to regulate the applicant, if new application *Not applicable to Government Agencies.		<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency. Required if the date of registration with the concerned regulatory agency is more than five (5) years prior to application. *Not applicable to Government Agencies.		<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)

4. One (1) Original Copy of Project Proposal approved by the Head of Agency on the intended public solicitation activity including the work and financial plan (WFP) on the activity to be undertaken.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-002: Project Proposal
5. One (1) Original Copy of Profile of current Governing Board Members or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. *Not applicable to Government Agencies.	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-003: Profile of Governing Board
6. One (1) Original Copy of Notarized Written Agreement or any similar document signifying the intended beneficiary concurrence as recipient of the fundraising activities.	<ul style="list-style-type: none"> • with intended beneficiary/recipients
7. One (1) Original Copy of Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: 8.1. Director of Private Schools 8.2. Schools Superintendent of Public School 8.3. Head or authorized representative of National Government Agencies (NGAs) 8.4. Head or authorized representative of Local Government Unit (LGU) 8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination 8.6. Others	<ul style="list-style-type: none"> • with the agency that allows applicant to undertake solicitation activities in their jurisdiction
8. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007) , of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-007: Fund Utilization Report
B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication	
1. One (1) Original Copy of Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds	<ul style="list-style-type: none"> • DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)

under their name or responsibility	
2. One (1) Original Copy of Applicant's Social Case Study Report from his/her locality duly signed by the Head of the City/Municipal Social Welfare and Development Office (C/MSWDO)	<ul style="list-style-type: none"> Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence
3. One (1) Copy of Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> Hospital's Records Section or Attending Physician or Treatment Protocol
4. One (1) Original Copy of Fund Utilization Report (DSWD-SB-PSF-007) , of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, <i>*if applying for renewal of permit/authority</i>	<ul style="list-style-type: none"> Applicant <p>https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-007: Fund Utilization Report</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1:				
Secure application form thru the DSWD Website or from the DSWD Field Office Caraga	Client secures or provided with application form and checklist of requirements	None	*5 minutes	Support Staff - Standards Section - DSWD Field Office
STEP 2:				
Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱500.00	*10 minutes	Receiving Staff - Cash Division Finance Service Unit - DSWD Field Office
STEP 3:				
Submit/file application documents	If Complete and Compliant: 1.1 Receive the documentary	None	*15 minutes	Focal Person - Standards Section - DSWD Field

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p>If found incomplete or non-compliant,</p> <p>1.1 Return application documents to person/individual, corporation, organization or association together with the Checklist of Requirements.</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit.</p>			Office
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1.1 Review and evaluate application documents for completeness and compliance to requirements;</p> <p>1.2 Conduct agency visit, if necessary.</p>	None	3 days	Focal Person - Standards Section - DSWD Field Office
<p>STEP 4:</p> <p>Wait for the result of the assessment</p>	<p>1.1 If applicant is compliant to requirements: Forward application form together with the assessment report and the Certificate of Authority to Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized</p>	None	3 days	Focal Person - Standards Section/Section Head/Division Chief/Regional Director - DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>representative for approval and signature.</p> <p>If found incomplete or non-compliant:</p> <p>1.1 Return application documents to the person/individual, corporation, organization or association with an acknowledgement letter citing reasons for disapproval;</p> <p>1.2 Provide necessary technical assistance to the applicant to qualify for the issuance of permit. <i>As needed.</i></p>			
STEP 5: Issuance of Permit	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation or the Denial Letter</p> <p>1.3 Provide orientation conforming to the standard operating procedures in the inventory, monitoring and utilization of solicited funds</p>	None	1 day	Focal Person - Standards Section - DSWD Field Office
TOTAL				
For Complete and Compliant:		₱500.00	7 working days	
If Disapproved:		₱500.00	5 working	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			days	
	For Incomplete Submission:	None	30 minutes	

***The number of minutes shall be included on the total 7 working days.**

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form</i> (DSWD – FO Caraga- HRMDD 001-F-001) from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> (DSWD – FO Caraga- HRMDD 001-F-001) from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the Section and Division meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number for Standards Section, to wit:</p> <p>Standards Section 2nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

	Email : email@contactcenterngbayan.gov.ph
	Facebook : https://facebook.com/civilservicegovph/
	Web : https://contactcenterngbayan.gov.ph/

9. PROCESSING OF APPLICATIONS FOR SOLICITATION PERMITS DURING THE DECLARATION OF THE NATIONAL STATE OF PUBLIC HEALTH EMERGENCY (COVID-19) PANDEMIC

The process of assessing the applicant person/individual, corporation, organization or association eligibility to conduct fund raising campaign.

Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division)
Classification:	Simple Transaction
Type of Transaction:	Government to Client (G2C) Government to Government (G2G)
Who may avail:	All eligible person/individual, groups, national government agencies, non-government organizations, civil society organizations, social welfare and development agencies, business/for-profit corporations/organizations desiring to solicit funds for charitable and public welfare purposes in one (1) region
Fees	None (waived)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
C. Walk in or Online Applications		
9. One (1) Duly Accomplished Application Form		<ul style="list-style-type: none"> DSWD Field Office Caraga - Standards Section https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form
10. Project Proposal		11. DSWD Field Office Caraga - Standards Section 12. https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form
13. Simplified Undertaking to Comply with the Requirements on Public Solicitation after the solicitation activity was concluded		14. DSWD Field Office Caraga - Standards Section 15. https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ DSWD-SB- PS-F-001: Application Form

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Assessment Procedures for Walk-in Applicants				
STEP 1: Receipt of complete and duly accomplished application documentary requirements	Complete the assessment and facilitate the preparation of the permit/certificate of authority to conduct fund raising campaign and forward the same to the concerned Division Chief for endorsement to the Regional Director	None	*5 hours	Technical Staff - Standards Section -
STEP 2: Receive endorsement of Permit/Certificate from Standards Section	Receive endorsement of the permit/certificate from the Standards Section and recommends to the Regional Director for the approval of the permit/certificate of authority to conduct fund raising campaign	None	*3 hours	Division Chief-Policy and Plans (PPD)
STEP 3: Approval of the Permit/Certificate of authority to conduct fund raising campaign	Approves the permit/certificate of authority to conduct fund raising campaign and send back to the Standards Section for issuance.	None	*3 hours	Regional Director-DSWD Field Office
STEP 4: Issuance and sending of the Permit/Certificate of authority to conduct fund raising campaign	<p>Notify the Applicant Organization on the availability of the Certificate</p> <p>For person or individual issued with a permit, a copy of the said permit/authority shall be endorsed to the concerned SWDA or LGU that have jurisdiction over the applicant's fund raising activity for their information and reference in conducting monitoring activities and submission of post-facilitation report/s.</p>	None	5 hours	Staff -Standards Section - DSWD Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL				
For Complete and Compliant:		None (Waived)	Sixteen (16) Hours or (2) days	

****The number of minutes shall be included on the total 2 working days.***

Post Facilitation Procedures

The corporation, organization or association to whom the permit was issued shall, within sixty (60) days after the expiration of the said permit, whether used or unused, submit the following to the DSWD Central Office or the DSWD FO who issued the permit:

- 1.1 Fund Utilization Report, in accordance with the National Government Auditing System, if the soliciting entity is a government agency.
- 1.2 Notarized Fund Utilization Report sworn by the Agency Head and Treasurer, of proceeds and expenditures if the soliciting entity is a non-government organization or individual. Said utilization report should also be included in the Audited Annual Financial Report to be submitted to the concerned DSWD Office, copy furnished the Standards Bureau 120 days after the end of every fiscal year as provided in the organization's constitution and by-laws.
- 1.3 List of Donors, their corresponding addresses, contact numbers and the amount of donation, as applicable.
- 1.4 List of Beneficiaries, their corresponding addresses, contact numbers and the amount and type of assistance extended/received.
- 1.5 Expired original certificate/permit authorizing the conduct of regional/national fund campaign.
- 1.6 If the permit is unused, a Justification for not continuing the fund campaign within the validity period.

2. The *person/individual* issued with permit under the National State of Public Health Emergency shall, within sixty (60) days after the expiration date of the authority to conduct fund campaign, whether used or unused, surrender the permit/authority with the following reports:

- 2.1 Notarized Fund Utilization Report sworn by the person/individual issued with Solicitation Permit from the Barangay Local Government Unit which endorsed with his/her application.
- 2.2 List of Donors, their corresponding addresses and contact numbers and the amount of donation, as applicable.
- 2.3 If permit is unused, a justification for not pursuing/continuing with the fund campaign/activity within the validity period.

Monitoring Procedures

For the interest of the general public, the DSWD shall exercise regulatory powers and shall monitor solicitation activities of persons, corporations/organizations issued with solicitation permit:

1. For corporations/organizations: The DSWD-FO where the address of the corporation/organization is located shall monitor/visit the conduct of solicitation activities to determine whether solicitation activities are in accordance with the issued permit. A feedback report shall be submitted to the Standards Bureau within seven (7) working days after the monitoring visit.
2. On the other hand, persons/individuals endorsed by the Barangay LGU shall be monitored by the concerned LGU/s which has the responsibility and tasks of monitoring of the

person/individual's solicitation activities and submission of the post-facilitation requirements. The LGU shall then submit the consolidated monitoring reports to the Field Office which in turn would submit the regional consolidated report to the Standards Bureau.

3. The DSWD likewise, reserves the right to conduct random monitoring activities to persons/individuals endorsed by the Barangay LGU despite that concerned LGU/s has the responsibility and tasks of their monitoring.

Requirements for those who have completed their fundraising activities

For person/individual, group, corporations/organizations or associations who have completed their fundraising activity, they shall be advised to still submit their application documents to legitimize, account and record their undertakings/activity essentially for monitoring of the Department of Social Welfare and Development (DSWD)

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the Section and Division meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number for Standards Section, to wit:</p> <p>Standards Section 2nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p>

	CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/
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10. ISSUANCE OF FOSTER CARE LICENSE AND FOSTER CARE PLACEMENT AUTHORITY LICENSES TO FOSTER FAMILIES

Foster Care is a planned substitute parental care to a child by a licensed family when his/ her biological parents are unable to care for him/ her temporarily. It is temporary in nature and has a goal to return the child to his/ her biological family or prepare him/ her for permanent placement such as adoption.

Office or Division	Protective Services Division- Adoption Resource and Referral Unit
Classification	Complex
Type of Transaction	G2G-Government to Government, G2C-Government to Citizens
Who may avail	Prospective Foster Family/Applicants
CHECKLIST OF REQUIREMENTS	
Child's Requirements	
1. Child Study Report	Licensed Social Worker from DSWD, Provincial/City or MSWDO
2. Birth/Foundling Certificate	Philippine Statistics Authority
3. Health and Medical Profile	Licensed Medical Doctor/Physician
4. Psychological Evaluation for 5 years old and above, if applicable	Licensed Psychologist
5. Recent Photograph	Photo Studio
6. Consent for Foster (if 10 years old and above)	Child
Prospective Foster Family Requirements	

1. Home Study Report	Licensed Social Worker from DSWD, Provincial/City or MSWDO
2. Police Clearance/NBI	Police Station where the applicant resides
3. Brgy. Certification of Residency	Barangay where the applicant resides
4. Marriage Contract	Philippine Statistics Authority
5. Birth Certificate	Philippine Statistics Authority
6. Medical Certificate	Licensed Medical Doctor
7. Latest Income Tax	Bureau of Internal Revenue (BIR)
8. Three Character References	Non-relatives who know the applicant
9. Certificate of Good Moral Character	Barangay where the applicant resides
10. Recent Family Picture	Applicant
11. Certificate of Attendance to Foster Care Forum/Seminar	DSWD Field Office

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Inquire	1.1 Facilitate the client to login the logbook	None	2 minutes	AA II-ARRU Clerk
		None	1 minutes	AA II-ARRU Clerk
	1.2 Assist client to any Social Worker in ARRU	None	30 minutes	SWO II/III-Foster Care Social Worker
	1.3 Conduct initial interview to the client	None	5 minutes	SWO II/III-Foster Care Social Worker
	1.4 Provide applicants the checklist of requirements			
2. Attend Foster Care Forum/Seminar	2.1 Schedule Foster Care Forum	None	2 minutes	SWO II/III-Foster Care Social Worker

	2. 2 Communicate and confirm Prospective Foster Parents for the scheduled forum	None	1 minute	SWO II/III-Foster Care Social Worker
	2.3 Assist participants in filling-out the Registration Form	None	2 minutes	SWO II/III-Foster Care Social Worker
	2.4 Conduct Foster Care Forum	None	3-4 hours	SWO II/III-Foster Care Social Worker)
	2.5 Prepare Foster Forum Certificate	None	30 minutes	SWO II/III-Foster Care Social Worker
	2.6 Issue approved Foster Forum certificate	None	3 working days	SWO II/III-Foster Care Social Worker
3. Comply and submit COMPLETE required documents	Check authenticity and completeness of documents	None	25-30 minutes	SWO II/III-Foster Care Social Worker
4. Respond to interviews and provide relevant information to the questions asked by the Social Worker assigned	4.1 Assess foster family by conducting home visits and interviews and gather collateral information for Home Study Report	None	2 weeks-1 month	SWO II/III-Foster Care Social Worker
	4.2 Prepare Foster Care Application and folder containing complete requirements for Home Study Report	None	30 minutes	SWO II/III-Foster Care Social Worker

5. Follow-up the assigned Social Worker on the status of the submitted documents to be updated.	5.1 Prepare Home Study Report	None	30 minutes	SWO II/III-Foster Care Social Worker
	5.2 ARRUG Head review and provide comments for the enhancement of the HSR	None	1 day	ARRUG Focal Person
	5.3 Revise Home Study Report and endorse back to ARRUG Head	None	3 working days	
	5.4 Submit Final report to PSD Chief	None	1 day	SWO II/III-Foster Care Social Worker
	5.6 Endorse the final HSR to Regional Director	None	1 day	PSD Chief
	5.7 Approval of Home Study	None	1 day	AA III- PSD Clerk
				Regional Director
6. Accept responsibility and accountability as indicated in the license	6.1 Prepare Foster Family Care License for RD's approval	None	30 minutes	SWO II/III-Foster Care Social Worker
	6.2 Approval of the Foster Care License (valid for 3 years unless revoked)	None	30 minutes	Regional Director
7. Wait for the advice of the Social Worker for the matching of the foster child	7.1 Prepare documents to be presented in the matching conference	None	30 minutes	SWO II/III-Foster Care Social Worker
	7.2 Invite RCWSG committee and Social Workers for matching conference	None	5 minutes	SWO II- Regional Matching Conference Secretariat
	7.3 Case presentation by the case managers	None	30 minutes to 1 hour	
	7.4 Deliberation of the case	None	30 minutes- 1 hour	SWO II/III-Foster Care Social Worker
	7.5 Facilitate the signing of matching conference result	None	10 minutes	Child Welfare Specialist Group Members
	7.6 Facilitate Signing of Matching Resolution	None	15 minutes	SWO II-Regional Matching Conference Secretariat

	7.7 Endorse the matching result to PSD Chief 7.8 Approved matching result	None None	1 day 30 minutes	SWO II-Regional Matching Conference Secretariat Regional Director
8. Submit letter expressing acceptance of the matched child	8.1 Prepare/Issue the Foster Care Placement Authority (valid for 1 year) 8.2 Inform the Foster Parent about the matching result and facilitate an acceptance letter	None None	5 minutes 3 working days	SWO II/III-Foster Care Social Worker SWO II/III-Foster Care Social Worker
9. Execute acceptance letter	9.1 Received acceptance letter 9.2 Conduct case conference to discuss the case of the child and responsibilities of the foster parents	None None	3 minutes 2 hours	SWO II/III-Foster Care Social Worker SWO II/III-Foster Care Social Worker
10. Receives the child into their care	Facilitate actual Placement of Child with Foster Family	None	1 working day	ARRU Focal Person; SWO II/III-Foster Care Social Worker
TOTAL			1 Year, 1 month, 15 days, 13 hours and 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO
How feedback are processed	ARRU clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the Personnel Section to be processed for immediate action (if there are

	any)
How to file a complaint	<p>Complaints can be written in Client Satisfaction Survey form, through text/call in the contact information provided and through formal letter complaint stating the following:</p> <p>Name of complainant (optional) Narration of the complaint</p>
How complaints are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	<p>ARRU Section Protective Services Division 1st Floor Lumilihok Building DSWD Field Office Caraga R. Palma St., Butuan City Tel. Nos.: (085) 342-5619 to 20 loc.115 Telefax: (085) 815-9173 Email: adoption.focrg@dswd.gov.ph</p> <p>ARTA- complaints@arta.gov.ph CSC- 0917-839-8272 Para sa taumbAYAN hotline: 8915-2575 8951-2576 8932-0111 PCC- 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

11. ISSUANCE OF PANTAWID PAMILYA CERTIFICATION

This service has been offered in order to facilitate clients inquiring for their membership to the Pantawid Pamilyang Pilipino Program. Pantawid Pamilyang Information System (PPIS) is used as main tool for status verification of applicants categorized as active, inactive, appealable, graduated and even delisted beneficiaries.

Office or Division:	Promotive Services Division
Classification:	Simple
Type of	G2C – Government to Citizens

Transaction:				
Who may avail:		Pantawid Pamilya Members and/or Authorized Representative/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program		
Pantawid Pamilya ID		Requester/s or Authorized Representative/s		
Representative				
Authorization to Inquire Status with original signature (in line with Republic Act 10173 or Data Privacy Act of 2012)		Person being represented		
Pantawid ID or any valid government-issued IDs (1 original and 1 photocopy)		DSWD, Pag-IBIG, LTO, BIR, PhilHealth, Comelec		
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Complaints Center (PACC) and present the purpose	1. Attending staff to ask the client's purpose 1.1 Issue referral slip 1.2 Direct the client/s to Pantawid Pamilyang Pilipino Program Office	None	2 minutes	PACC Desk Officer and/or clerk
1. Submit the requirements to the attending staff	2. Attending staff to check the requirements based on the checklist 2.1 Issue Acknowledgement Slip to client once checked <i>NOTE: Additional documents may be required under special circumstances.</i>	None	3 minutes	PDO I / Regional Systems Focal Person
3. Interview with the Attending staff / Regional	3. Attending Staff conducts interview with the client/s	None	5 minutes	PDO I / Regional Systems Focal Person

Systems Focal Person/s	3.1 Conduct interview to client/s and records pertinent information 3.2 Answers further queries, issues or concerns			
4. Fill up the Request Form and answer further questions if there is.	4. Check the details of the clients in the Pantawid Pamilya Information System (PPIS) to determine the membership status of the household. 4.1 Issue acknowledgement slip to client once the accomplished form is processed.	None	10 minutes	<i>PDO I / Regional Systems Focal Person</i>
5. Check the correctness of the details/ information reflected in the Certification	5. Prepare the Certification 5.1 Facilitate its approval 5.2 Give to the client the certification once approved	None	5 minutes	<i>PDO I / Regional Systems Focal Person</i> <i>Regional Program Coordinator / Asst. RPC / Alternates</i>
6. Accomplish the Client Satisfaction Survey Form	6. Administer the Client Satisfaction Survey Form to clients and issues acknowledgement receipt as proof that the transaction is successfully done.	None	5 minutes	<i>PDO I / Regional Systems Focal Person</i>
	TOTAL:	No Fees	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending Pantawid Pamilya staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to
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	the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 5th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms within the Regional Program Management Office (RPMO) - Pantawid Pamilyang Pilipino Program and results are reviewed by Regional Program Coordinator. Approved monthly consolidation is submitted to the Promotive Services Division and to be forwarded to the Human Resource and Management Development Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p>
How to file complaints?	<p>Citizen with complaints relative to Pantawid Pamilyang Pilipino Program and / or the availed services may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via Pantawid Hotline (09658354188) or e-mail (pantawid.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence
How complaints are processed?	<p>Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.</p>
Contact Information	<p>For Pantawid Pamilyang Pilipino Program concerns, you may contact:</p> <p>Pantawid Hotline - 09658354188</p> <p>Pantawid e-mail address – pantawid.focrg@dswd.gov.ph</p>

	CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/
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12. ISSUANCE OF TRAVEL CLEARANCE TO MINORS TRAVELLING ABROAD

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

Office or Division:	DSWD Caraga XIII (MTA-Protective Services Division)		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Filipino Minors Travelling Abroad		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Minors Travelling Alone to a Foreign Country for the First Time			
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph		
2. LSWDO/SWAD Social Worker's Assessment, when necessary	Local Social Welfare and Development Office where minor resides		
3. PSA issued Birth Certificate of the minor	Philippine Statistics Authority (PSA)		
4. Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. Or Religious leader PSA CENOMAR for illegitimate minors on SECPA;	Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition, Shariah Court or Religious Leader		
5. Notarized Affidavit of Consent or Written Consent of both parents/lega guardian/solo parent, whichever is applicable. Photocopy	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)		

of valid passport and valid visa or valid ID issued abroad, if parents are working abroad	
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture will be accepted	Applicant
7. Affidavit of Support and Certified copy of evidence to show financial capability of sponsor e.g Certificate of Employment, Latest Income Tax Return, Bank Statement etc.	Applicant
8. Certified True Copy of the Death Certificate (for deceased parent/s) on SECPA	Applicant
9. Unaccompanied Minor Certificate from the Airlines	Airline Company where ticket is obtained
10. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant
For Succeeding Travel of Unaccompanied minor or Travelling Alone	
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph
2. Notarized Affidavit of Consent or Written Consent of both parents/legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)
3. Original Copy of the Previous Travel Clearance	Applicant
4. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture is allowed	Applicant
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any	Applicant

liability/responsibility in case of untoward incident during the travel of the child	
B.Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian	
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph
2. Copy of the PSA issued Birth Certificate of the minor	Philippine Statistics Authority (PSA)
3. Notarized Affidavit of Consent or Written Consent of both parents/legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)
4. Copy of Marriage Certificate of minors parents (SECPA), Solo Parent ID for Solo Parents, Court Decree of Separation, Annulment or Divorce for illegitimate minors, CENOMAR from PSA; in case of deceased parent/s, copy of the Death Certificate	PSA, Local Social Welfare and Development Office (for the Solo Parents ID); Family Court
5. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture will be accepted	Applicant
6. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
C. Minors travelling subsequently with a person other than the Parents or Legal Guardian	
1. Duly Accomplished Application Form	Download form at www.caraga.dswd.gov.ph
2. Original Copy of the Previous Travel Clearance	Applicant
3. Notarized Affidavit of Consent or Written Consent of both parents/legal guardian/solo parent, whichever is applicable. Photocopy of valid passport and valid visa or valid ID issued abroad, if parents are working abroad	Law Office and Notarized at the place where the minor resides/ Philippine Embassy (If minors parents/s are abroad)

4. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, No Scanned Picture will be accepted	Applicant
5. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
Additional Requirements for Minors Under Special Circumstances	
For Filipino Minors Migrating to Another Country	
1. Visa Petition Approval	Applicant
For Minors studying abroad	
2. Acceptance or Certificate of Enrolment or Registration from the school where the minor is to be enrolled	Applicant
For minors who will attend Conference, Study Tours, Sports Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and other Related Activities	
1. Certificate from the Sponsoring Organization	Sponsor Organization
2. Affidavit of Undertaking of companion indicating safety measures under taken by the Sports Agency	Sports Agency
3. Signed Invitation from the Sponsoring Agency/Organization Abroad with itinerary of travel and list of participants and duration of the activity/travel	Sponsoring Organization
For minors going abroad for Medical Purposes	
1. Medical Abstract of the minor	
2. Recommendation from the Attending Physician that such medical procedure is not available in the country	Attending Physician
3. Letter from the Sponsor	Sponsor
Minors going Abroad for Inter-Country Adoption	
1. Placement Authority issued by	Inter-Country Adoption Board (ICAB)

ICAB				
2. Authority to escort issued by ICAB		Inter-Country Adoption Board (ICAB)		
Minor under Foster Care				
1. Notarized Affidavit of Undertaking by the Foster Parents		Foster Parents		
2. Notarized Affidavit of Consent from The Regional Director or Authorized Representative		DSWD Regional Director		
3. Photocopy Foster Placement Authority		Applicant		
4. Photocopy of Foster Care License of the Family		Applicant		
5. DSWD Certification of the CDCLAA except those under Kinship Care		DSWD		
6. Return Ticket		Applicant		
Minors Under Legal Guardianship				
1. Certified True Copy of the Court Order on Legal Guardianship		Court		
Minors whose parents are Seafarers				
1. Certification from the Manning Agency attesting to the parents employment		Manning Agency		
2. Photocopy of Seaman's Book of the parent/s		Applicant		
Minors with alleged missing parent/s				
1. SCSR from the LSWDO where the alleged missing parent's last known address		Local Social Welfare and Development Office (LSWDO)		
2. Blotter Report from either Local Police or Barangay Certification from the locality of the last known address of the alleged missing parent		Local Police or Barangay of the alleged missing parent/s last known address		
3. One (1) Returned registered mail to the last known address of the alleged missing parent		Applicant		
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Approval of the Regional Director			
5.Payment of: Php. 300.00 for 1 year validity; Php.600.00 for 2 years validity	5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received	Php. 300.00 for 1 year validity; Php 600.00 For 2 years validity	5 minutes	
6.Preparation of Travel Clearance	6.1Encodes/Type the details of the Applicant to the Travel Clearance Certificate		10 minutes	
7. Approval of the Regional Director	7.1Signs/Approves the Application or Certificate of Exemption for Exempted Applicants		3 hours	
8.Issuance of Travel Clearance/Certificate of Exemption	8.1Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption		5 minutes	
TOTAL		P 300-600.00	5 hours and 30 minutes	

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

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	DSWD Field Office send memo/email to DSWD-PMB Batasan Complex, Constitution Hills 1126, Quezon City Tel. No. 02-951-7437/ 02-931-9141
How feedback are processed	DSWD PMB send reply letter/memo to the concerned Field Office
How to file a complaint	Complaints can be filed thru sending a letter or email at focrg@dswd.gov.ph

	DSWD Caraga XIII R. Palma St, Dagohoy, Butuan City Tel. No. 085-342-5619/20
Complainant using 8888	Record Unit will receive the complaint and will be forwarded to PSD Head, if the concern is on MTA, the Focal or the concern SW will be the one replying to the complaint. DSWD-PSD R. Palma St., Dagohoy, Butuan City 085-342-5619/20
How complaints are processed	The MTA Unit will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern. -Internal investigation shall be conducted within the PSD, then provide recommendation and officially send reply letter to the complainant DSWD-PSD R. Palma St., Dagohoy, Butuan City 085-342-5619/20
Contact information DSWD FO XIII/ MTA-PSD	Through Telephone No. 085-342-5620/19 Email. Address: focrg@dswd.gov.ph CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

13. LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) 1) AUXILIARY SWDA 2) SOCIAL WORK AGENCY

The process of assessing the qualifications and authorizing a registered SWDA to operate as a Social Work Agency or as an Auxiliary SWDA.

Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division) (Covering the area of operation if operating only in one (1) region)
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Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C)
Who may avail:	ALL Private SWDAs Intending to Operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished Application Form	<ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City DSWD Field Office Caraga - Standards Section https://www.dswd.gov.ph/downloads-2/ <i>Annex 2. DSWD-RLA-F002 Application Form for Licensing</i>
2. One (1) set of the following Basic Documents: <ol style="list-style-type: none"> A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others Profile of Board of Trustees Certified True Copy of General Information Sheet issued by SEC (One (1) copy) <p>Documents issued by different agencies such as Securities Exchange Commission (SEC) and Certification from National Commission on Indigenous People (NCIP) are still required under New Normal. However, if these cannot be secured due to current situation, the FO-SS or SB shall instead require the applicant SWDA to secure and submit the Annex 30. DSWD-SB-RLA-FO30 Undertaking during State of Calamity/Emergency as attached herein. For the safety certificates issued by the Local Government Units, cannot be</p>	<ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i> https://www.dswd.gov.ph/downloads-2/ <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i> https://www.dswd.gov.ph/downloads-2/ <i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) Board resolution by the Organization

<p>waived for they serve as an assurance that a certain facility, structure or building or occupancy has been duly inspected and deemed complying as prescribed by the law. Further, the said undertaking can only be used at once either for application on Licensing or Accreditation.</p> <p>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i>
<p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Basic Documents</p> <p>1. For those operating in more than one region</p> <p>a. List of main and satellite/branch offices with contact details, if any</p> <p>b. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services</p> <p>Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For those operating in more than one region:</p> <p><input type="checkbox"/> Validation report from concerned DSWD Field Office or Certification from</p>	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ <i>Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</i> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/ <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i> • https://www.dswd.gov.ph/downloads-2/ <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership</i>

<p>Regional ABSNET/Cluster or LGUs attesting to the existence and status of operation of the organization in the area/s of jurisdiction.</p> <p><input type="checkbox"/> There is no need to get a validation report/certification of existence for the region where the main office of the applicant is located.</p> <p>2. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> <p>3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.</p> <p>4. For applicant with past and current partnership with the DSWD that involved transfer of funds</p> <p>a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation</p>	<ul style="list-style-type: none"> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. • DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements
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		projects and programs.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or DSWD Field Office Caraga	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff Standards Section- Field Office)
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have the copy of the checklist of the submitted requirements. 1.3 For incomplete requirements, it shall be returned to applicant organization and the checklist indicating the lacking requirements for compliance.	1.1 Receive the documentary requirements and provide the applicant organization with the checklist of completed requirements with filing code for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization the copy of the checklist indicating that the application is ready for endorsement 1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.	None	*20 minutes	Support Staff in charge of all incoming documents Standards Section- Field Office) Officer of the day Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
STEP 3: If Complete, Settle the required processing fee.	Prepare Billing Statement and instruct applicant to proceed to the Financial and Management division for the issuance of the payment order	None	*20 minutes	Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier /Cash Section-DSWD FO Caraga
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the photocopy of the Official Receipt from the applicant Organization.	None	*15 Minutes	Support Staff (Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff Standards Section- Field Office)
STEP 6: Wait for the result of the documents review and notice of Online virtual assessment.	1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete documents must satisfy the following Criteria: <ul style="list-style-type: none"> i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities. ii. In case a new applicant SWDA applying to operate a residential care facility, the applicant must establish the need for a 	None	2 working days	Technical Staff Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>residential facility serving a particular sector and the absence of related facility to cater them. e.g. Situationer</p> <p>iii. Applicant has employed a sufficient number of duly qualified staff and/or registered social workers to supervise and take charge of its social welfare and development activities and/or social work interventions in accordance with the set standards.</p> <p>iv. Applicant must submit a duly certified financial statement that at least seventy percent (70%) of its funds are disbursed for direct social work services while thirty percent (30%) of the funds are disbursed for administrative services.</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>v. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>vi. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant, call the concerned SWDA to inform or notify them on the proposed schedule on the conduct of Validation Visit or Online Virtual Assessment.</p> <p>1.2.2 If found incomplete or non-compliant, send checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p>			
STEP 7: Confirm the	For those with	None	*30 minutes	Technical Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Availability on the proposed Validation Visit/Online Virtual assessment	requirements that are complete and compliant, Confirmation of Validation Visit/Online virtual assessment.			(Standards Section- Field Office)
STEP 8: Assist the Assessor during the conduct of Validation visit/Online Virtual assessment	<p>Conduct of Validation visit/Online Virtual Assessment</p> <p>With the current situation, it is encouraged to conduct virtual assessment. This will be the online version of the traditional validation visit, accreditation assessment and monitoring of sustained compliance using appropriate digital platforms to preserve the core process of licensing, accreditation and monitoring. The main purpose of the video documentation during assessment is merely to ensure whether they are compliant within prescribed standards. The SWDA shall submit a floor plan to guide the assessor or accreditor relative to the arrangement of rooms in a building. Nevertheless, during the assessment, kindly ensure that the video will be the same as the floor plan.</p> <p>For the recording of the virtual assessment, the concerned FO-SS or SB shall ensure the Annex 31 DSWD-SB-RLA-FO31 Data Privacy Consent as attached herein is</p>	None	1 working day per agreed schedule	Technical Staff Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>secured from the applicant SWDA in compliance with the Data Privacy Act of 2012.</p> <p>The conduct of a focus group discussion (FGD) with beneficiaries and selected staff of SWDAs shall be excluded from the recording, since there are beneficiaries of the SWDA whose case are sensitive in nature particularly those in residential care facilities.</p>			
Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Technical Staff Standards Section- Field Office)
STEP 10: Awaits the result of the licensing assessment	<p>1.1 Prepare Confirmation Report</p> <p>1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate.</p> <p>1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan.</p>	None	3 working days	Technical Staff Standards Section- Field Office)
	<p>1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate.</p> <p>1.3.2 If unfavorable, review and approval of the Confirmation Report.</p>	None	<p>Favorable; 8 working days</p> <p>Unfavorable; 7 working days</p>	Section Head/Division Chief (Standards Section- Field Office)
	1.4.1 If favorable, for approval and signature of the Certificate of License		Favorable; 3 working days	Regional Director (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	to Operate. 1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Unfavorable; 2 working days	Section- Field Office) Support Staff (Section- Field Office)
STEP 11: Acknowledge the receipt of the Certificate of License to Operate.	Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	1 working day (depending on the choice of the applicant)	Support Staff (Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None		

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number for Standards Section, to wit:

	<p>Standards Section 2nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>
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14. PROVISION OF NHTS NAME-MATCHING RESULT FOR WALK-IN CLIENTS

This service has been offered in order to facilitate client's inquiry regarding their status (poor or non-poor) on Listahanan database. Listahanan database is an information management system that identifies who and where the poor are in the country.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	-Any member of the household 18 years old and above -Any HH member below 18 years old, with written authorization letter or government-issued ID of any adult HH member <i>(In instances where the HH is composed of minor members only, the elders member may file the grievance.)</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NHTS-Indigent PhilHealth ID or any valid government-issued ID (1 original and 1 photocopy)		(PhilHealth, SSS, Pag-ibig, LTO, BIR, Comelec)		
Name-matching Request Form		NHTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Complaints Center (PACC) and present	1. Attending staff to ask the client's purpose	None	15 minutes	PACC Desk Officer and/ or clerk

the purpose	1.1 Issue referral slip 1.2 Direct the client/s to NHTS office			
2. Submit the requirements to the attending staff	2. Attending staff to check the requirements based on the checklist Note: Additional documents may be required under special circumstances	None	3 minutes	Admin Assistant III NHTS Office
3. Interview with the attending staff	3. Attending staff conducts interview with the clients 3.1 Conduct interview to client/s and records pertinent information 3.2 Answers further queries, issues or concerns	None	15 minutes	Admin Assistant III NHTS Office
3. Fill-up the name-matching request form	4. Forward the said request to the RITO	None	2 minutes	Admin Assistant III NHTS Office
4. Provide at least three (3) complete names of other members of the household	5. Facilitates the name matching request 5.1 Checks the name of the requestor in the Listahanan database 5.2 Asks complete name of at most three other members of the requestor's household 5.3 Verifies the information provided by the requestor 5.4 Print the name-matching request	None	50 minutes	RITO NHTS Office
	1. Forward the name-matching results to RFC for approval	None	5 minutes	RFC NHTS Office
	2. Approved the result to PPD-Chief for approval	None	10 minutes	OIC-PPD Chief PPD Office
	3. Informs the client on the result of the name-matching 7.1 Explain the	None	15 minutes	Admin Assistant III NHTS Office

	process of the household assessment and the result of the interview			
5. Accomplish the Client Satisfactory Form	4. Administer the Client Satisfactory Survey Form to clients and issues acknowledgement receipt as proof that the transaction is successfully done	None	5 minutes	Admin Assistant III NHTS Office
	TOTAL:	No Fees	2 hours	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section 3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City</p>

	<p>Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>
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15. PROVISION OF ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION

The provision of counseling, referral for psychological and legal service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the Department. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

Office or Division:	Crisis Intervention Section - Protective Services Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizens		
Who may avail:	Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.		
<table border="1"> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Medical Assistance for Hospital Bill	
1. Medical Certificate/Clinical Abstract with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Hospital bill with name and signature	Billing clerk of the hospital
3. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
4. Social Case Study Report (if the assistance to be provided is 5,000 above)	Licensed Social Worker from any government/non-government welfare agencies
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Medical Assistance for Medicine/Assistive Device	
1. Medical Certificate/Clinical Abstract with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Prescription with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
4. Social Case Study Report (if the assistance to be provided is 5,000 above)	Licensed Social Worker from any government/non-government welfare agencies
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Medical Assistance for Laboratory Requests	
1. Medical Certificate/Clinical Abstract with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic or from Medical Records
2. Laboratory Requests with complete name, license number, and signature of the Physician	Attending Physician from a hospital/clinic
3. Price quotation with complete name and signature of the authorized staff from	The authorized staff of the hospital/clinic

hospital/clinic	
4. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
5. Social Case Study Report (if the assistance to be provided is 5,000 above)	Licensed Social Worker from any government/non-government welfare agencies
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Burial Assistance for Funeral Bill	
1. Registered Death Certificate/Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate	City/Municipal Hall, Hospital, Funeral Parlor or Tribal Chieftain
2. Funeral Contract (except for Muslim and Indigenous People performing customary practices)	The authorized staff of the Funeral Parlor or Tribal Chieftain
3. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Burial Assistance for Transfer of Cadaver	
1. Registered Death Certificate/Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner, in the absence of a death certificate	City/Municipal Hall, Hospital, Funeral Parlor or Tribal Chieftain
2. Funeral Contract (except for Muslim and Indigenous People performing customary practices)	The authorized staff of the Funeral Parlor or Tribal Chieftain
3. Transfer Permit	City/Municipal Hall, Hospital, Funeral Parlor or Tribal Chieftain
4. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA, among others)
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Educational Assistance	
1. Enrolment Assessment Form or	Registrar, authorized staff from the school

Certificate of Enrolment or Registration	
2. Validated school ID of the student/beneficiary	Registrar, authorized staff from the school,
3. Statement of Account for College Students	Registrar, authorized staff from the school
4. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Food Assistance	
1. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Project Proposal and Food Distribution List (CRCF client)	Head of the Residential Center
<i>*Barangay Certificate of Residency or Indigency of the Client may be required.</i>	Office of the Barangay Captain
Cash Assistance for other Support Services	
1. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)
2. Depending on the circumstances of the client: <ul style="list-style-type: none"> • Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims • Passport/Travel Document (s), Certification from OWWA or any proof of repatriation • Certification/Referral Letter from Social Worker/Case Worker for rescued clients • Police Blotter and Social Worker's Certification or referral letter for victims of On-line Sexual Exploitation of Children (OSEC) 	Police Station, Barangay, Bureau of Fire, Philippine Embassy/Consulate, Social Worker from welfare agencies.

Within the Day Transactions

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Queueing number and screening of documents	<p>1.1 Determine the assistance needed and screen the completeness of the requirements.</p> <p>1.2 If requirements are complete, issue queueing number for the client to proceed to CIS Verifier. If incomplete, provide list of requirements for client to comply.</p> <p>1.3 Forward the client to the assigned Grievance Officer of the Day at the Crisis Intervention Section (CIS) for assessment by a social worker, for complicated cases that are beyond the capacity of the PACC Personnel to determine and assess if the client is eligible for assistance</p>	None	2 minutes	PACC Desk Officer/CIS Staff
2.Verification on the non-duplication of assistance and fill-out General Intake Sheet	2.1 Validate the client's name into the CrIMS and/or the Regional Clients Database to ensure no	None	3 minutes	CIS Verifier

	<p>duplication of provided services.</p> <p>2.2 If client is not yet eligible to avail, fill-out the Assistance Availment Slip indicating the date when the client should return.</p> <p>2.3 Orient the client in filling-out the General Intake Sheet (GIS)</p> <p>2.4 Enter the queuing number of the client to CIU Processing for interview and assessment.</p>			
3. Interview, Assessment and Recommendation	<p>3.1 Interview the client using the prescribed General Intake Sheet (GIS). The Social Worker may gather collateral information about the client or life circumstances from the immediate family members, relatives, referring parties and other sources, if necessary.</p> <p>3.2 Provide</p>	None	25 minutes	Social Worker

	<p>psychosocial processing to the client as needed, to lessen their anxieties brought about by the crisis situation</p> <p>3.3 Release the assistance in the form of Cash, Cash Voucher or Guarantee Letter based on the amount recommended. Cash release is subject to availability of cash advance.</p>			
4. Picture taking and fill-out Satisfaction Survey	<p>4.1 Take photo of the client for entry into the database for recording purposes.</p> <p>4.2 Assist the client to write his/her name at the logbook indicating the guarantee letter, cash voucher or cash received with corresponding signature.</p> <p>4.3 Request the client to accomplish the Satisfaction</p>	None	3 minutes	CIS Satisfaction Survey Administrator

	Survey Form. 4.4 For clients who have been seeking assistance to AICS many times already, they will be requested to answer the <i>Monitoring Tool on the Responsiveness of Service Providers</i> purposely to assess the quality of service of the different service providers.			
TOTAL		No Fees	33 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 103 or 241 Telefax: (085) 815-9173 E-mail: protective.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and HRMDD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during Section/Division meetings.
Contact Information	Crisis Intervention Section

	1 st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 103 or 241 Telefax: (085) 815-9173 E-mail: protective.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/
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16. PROVISION OF ASSISTANCE TO RETURNING OVERSEAS FILIPINOS

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

Office or Division:	Protective Services Division	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	Distressed and Recently Repatriated OFWs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Primary Documents <i>(2 copies photocopy and original also for validation)</i>		
1. Valid ID (Voter's ID, UMID)		COMELEC, SSS
2. Philippine Passport		DFA
3. OWWA or NRCO Certification		OWWA, NRCO
Secondary Documents (Any of the following) <i>(2 copies photocopy and original also for validation)</i>		
1. Barangay Certification		BLGU
2. POLO Referral Letter		POLO-Embassy
3. Medical Certificate and Medical Prescription		Doctor/Hospital/Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about OFW Cash Assistance	1. CBSS Clerk lets the client register in the logbook for reference	None	3 minutes	CBSS Clerk
	2. Clerk refers the Client to appropriate Social Worker	None	3 minutes	CBSS Clerk
	3. Social Worker conducts initial assessment to client	None	15 minutes	ISSO Social Worker
	4. Social Worker provides Checklist of Requirements to Client	None	2 minutes	ISSO Social Worker
	5. Client will fill-out the GIS Page 1 then Social Worker will print out the filled-up forms such as General Intake Sheet Page 2, Certificate of Eligibility and Petty Cash Voucher	None	20 minutes	ISSO Social Worker
	6. Social Worker will conducts thorough assessment		45 minutes	ISSO Social Worker
	7. Endorse client to the Petty Cash Custodian/SDO for provision of assistance	None	3 minutes	ISSO Social Worker
	8. Client will receive the cash assistance then to register her name and signature	None	3minutes	Petty Cash Custodian, CIS Clerk

	in the logbook and also picture-taking			
	9. Client to fill out the monitoring tool on Responsiveness of Service Providers purposely to assess the quality	None	6 minutes	CIS Clerk
			Total: 1 hour & 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

17. PROVISION OF ASSISTANCE TO VICTIMS OF HUMAN TRAFFICKING

Direct assistance and services that will be extended to victim-survivors of trafficking. These includes logistical support during and post-rescue operation, psychosocial, support services such as medical, educational, legal, protective custody and economic reintegration services that will better enable the clients to recover from their traumatic experiences. Multi-sectoral approach is applied in order to maximize existing programs and services for victim-survivors of trafficking.

Office or	Recovery Reintegration Program For Trafficked Persons
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Division:		
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who May Avail:	<ul style="list-style-type: none">• TIP Victim-Survivors• Families of the victim-survivor of trafficking• Witnesses of cases of human trafficking	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance: 2 photocopies of Valid ID (original ID must be presented upon claiming of assistance)		Any Government issued ID
Social Case Study Report		DSWD Social Worker
2 copies (1 original copy and 1 photocopy) of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedure)		Hospital where client/patient was admitted.
2 copies (1 original copy and 1 photocopy) of Clinical Abstract/Medical Certificate with signature and license number of attending physician (issued within three months).		
2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency		Office of the Barangay Captain
Educational Assistance: 2 copies (1 original copy and 1 photocopy) of School Registration/or Certificate of Enrollment		Office of the Registrar or Principal where the client is enrolled.
Social Case Study Report		SWO II-RRPTP DSWD Social Worker
2 copies of Statement of Account for tertiary Education		School Accounting Office
2 photocopies of Valid School ID		School issued ID
2 photocopies of Valid ID of the parent/guardian(original ID must be presented upon claiming the assistance)		Any government issued ID Pantawid ID
Livelihood Assistance: 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.		SWO II-RRPTP DSWD
Result of Handa Ka na Bang Magnegosyo? The client scores 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.		
Social Case Study Report		

2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency		Office of the Barangay Captain		
2 photocopy of Valid ID (original ID must be presented upon claiming of assistance)		Any government issued ID Pantawid ID		
Skills Training: Official receipt from the training school (TESDA/CHED accredited training school)		Training school		
2 photocopy of valid school ID (original ID must be presented upon claiming the assistance)		School issued 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		Agency where the client is employed		
2 photocopy of valid ID (original ID must be presented upon claiming the assistance)		Agency issued ID		
Logistical Support During and Post-Rescue Operation of Victim-survivors of trafficking: 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.		DSWD		
Provision of Temporary Shelter Victims-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.		DSWD		
Support for Victim-survivors/Witness and Transportation Assistance 2 photocopy of valid ID (original ID must be presented upon claiming the assistance)		Any Government issued ID		
Social Case Study Report		RRPTP-DSWD Social Worker		
2 photocopy of Official Receipt of the Client's board and lodging				
2 copies (1 original and 1 photocopy) of Certificate of Indigency		Office of the Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Victim-survivors of trafficking may visit	1.1 Log name in the visitor's Log Book 1.1.1 CBSU clerk refers the	NONE		

the DSWD Field Office Caraga.	client to RRPTP social worker for the routing of concern to the specific program.		5 minutes	Security Personnel On-duty
*Log name in the RRPTP Customer's Logbook	1.1.2 Once routed to Recovery Reintegration Program for Trafficked Persons (RRPTP). RRPTP social worker will let the client log his/her name and date of submission in the Log Book for Walk-in Clients and conducts intake/initial interview.		5 minutes	CBSU Clerk
*Inquire and request for an assistance	1.1.3 RRPTP Social Worker will fill-out the intake sheet and completes the information of the client during the conduct of interview to walk-in/referred clients. And conducts initial assessment of the case taken from the interview, and collateral information of the client, if needed.		3 hours	SWO II-RRPTP Social Worker
*Respond /answer with the interview of the Social Worker (Intake Sheet and SCSR)				
*Submit requirements based on the needed services	1.1.5 RRPTP Social Worker will present the needed documents (checklist) and other supporting papers needed to avail of immediate assistance like livelihood, educational, medical, food and transportation materials. If documents are available, provide the immediate assistance base on need.		1 hour	SWO II-RRPTP Social Worker
*Answer Customer Satisfaction	1.1.6 Facilitate the Customer Satisfaction		5 minutes	SWO II-RRPTP Social

Survey	Survey Form			Worker
*Wait for the approved SCSR	1.2 Preparation of Social Case Study Report through given template.		2 days	SWO II-RRPTP Social Worker
	1.2.1 Submit draft of Initial SCSR to RRPTP focal person.		10 minutes	SWO II-RRPTP Social Worker
	1.2.2 RRPT focal/PSD Chief reviews and provides inputs on SCSR submitted.		1 day	SWO IV/OIC-CHIEF, PSD
	1.2.3 Social Worker finalizes corrected report and endorses to RRPTP focal and PSD for review and approval.		2 hours	SWO II-RRPTP Social Worker
	1.3 Provision of needed services to the client		8 days	SWO II-RRPTP Social Worker
	1.3.1 Social worker will conduct counselling/psycho education to TIP clients			
	1.3.2 Social worker will provide the services based on the assessment. Preparation of vouchers for assistance that appropriately cater the needs of the TIP victim-survivors. (Provision of Educational and Livelihood Assistance)			SWO II-RRPTP Social Worker
	a. Hot meals b. Medical c. Education d. Transportation e. Livelihood			
	1.3.3 PSD Division Chief		3 hours	SWO IV/OIC-

*Receive the assistance and attend case conference	reviews and recommends the provision of assistance for the approval of the Regional Director			Chief, PSD
	1.3.4 ARDO will signs and recommends for financial assistance.		1 day	Assistant Regional Director for Operations
	1.3.5 The Regional Director approved the provision of assistance to the victim-survivors of trafficking		3days	Regional Director
	1.3.6 Turn-over of assistance and conduct of case conference together with the P/C/MSWDO and the client		3hours	SWO II-RRPTP Social Worker
	1.3.7 In the cases where the services needed are beyond the Department's program, SW coordinates with other partner agencies through telephone or referral letter.		1hour	SWO II-RRPTP Social Worker
TOTAL		NONE	16 days 5 hours and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO.
How to send feedback is processed	AA clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the HRMDD to be processed for immediate action (if there are any)
How to file a complaint	ARTA-Recovery Reintegration Program for Trafficked Persons (RRPTP) Protective Services Division 1 st Floor Lumilihok Building DSWD Field Office Caraga R. Palma Street, Butuan City

	CSC-0917-839-8272 Para sa taumbAYAN hotline: 8951-2575 / 8951-2576 / 8932-0111 PCC- 8888
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact information	Ms. Bernape C. Bantayan SWO II/RRPTP Focal 0918-947-3954 blairebantayan@gmail.com Through Telephone No. 085-342-5620/19 Email Address: focrg@dswd.gov.ph CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

18. PROVISION OF ASSISTIVE DEVICES TO ELIGIBLE PERSONS WITH DISABILITIES (CANES, CRUTCHES, WHEELCHAIR, HEARING AIDS AND PROSTHESIS)

In support to the RA 7277 or the Magna Carta for Persons with Disabilities, the office provides for auxiliary services this sector. The provision of assistive devices is part of the efforts along their physical restoration and self and social enhancement to promote their capability to attain a more meaningful, productive and satisfying way of life with the end goal of ultimately becoming self-reliant and contributing members of the society.

Office or Division:	Protective Services Division
Classification:	Simple/Complex
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Persons with Disabilities and Senior Citizens who are in need of assistive devices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR CANES, CRUTCHES AND WHEELCHAIR	
Intent Letter	Client
Whole Body Picture	Client
Medical Abstract/Certificate	Medical Doctor, Hospital and

			Municipal Health Office/City Health Office/ Barangay Health Center/	
Barangay Certification of Indigency			Barangay	
Social Case Study Report			Sectoral Section or Referring LGU	
Requisition and Issuance Slip (RIS)			Sectoral Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submission of complete document requirements	1. Review, Log Submitted Documents and attach additional forms	None	15 minutes	Sectoral Section Administrative Aide IV
	2.1 Forward to Social Worker for Assessment	None	2 hours	Sectoral Section Social Worker
	1.2 Forward to Protective Services Division Chief for Approval	None	20 minutes	Protective Services Division Chief
	1.3 Forward to Assistant Regional Director for Administration (ARDA) for Approval of RIS.	None	2 hours	Assistant Regional for Administration
2. Claim Assistive Device	3. Demonstration of Use and Release of Assistive Device	None	20 minutes	Sectoral Section Administrative Aide IV
4. Fill-out Client Satisfaction Survey	3. Provide Gatepass	None	10 minutes	Sectoral Section Administrative Aide IV
TOTAL		0	5 hours and 5 minutes	
FOR HEARING AIDS and PROSTHESIS				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Intent Letter	Client
Whole Body Picture	Client
Social Case Study Report	Sectoral Section or Referring LGU
Medical Abstract/Certificate	Medical Doctor, Hospital and Municipal Health Office/City Health Office/ Barangay Health Center/
Barangay Certification of Indigency	Barangay
Price Quotation	Medical Equipment Supplier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete document requirements	1. Review and Log Submitted Documents	None	10 minutes	Sectoral Section Administrative Aide IV
	1.1 Forward to Social Worker for Assessment	None	2 hours	Sectoral Section Social Worker
	1.2 Forward to Division Chief for Review and Recommending Approval	None	20 minutes	Protective Services Division Chief
	1.3 Forward to Regional Director for Approval	None	1 day	Regional Director
	1.4 Forward to Finance Management Division for financial transactions.	None	5 days	Finance Management Division
	1.5 Inform the client and supplier on the availability of cheque.	None	10 minutes	Sectoral Section Administrative Aide IV
2. Claim copy of Voucher and fill-out Client Satisfaction	2. Photocopy voucher and log transaction.	None	20 minutes	Sectoral Section Administrative Aide IV

Survey/ Feedback.				
TOTAL		No Fees	7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

19. PROVISION OF CENTENARIAN GIFT TO ELIGIBLE CENTENARIAN

Provision of cash gift amounting to one hundred thousand pesos (P100,000.00) to all living Filipinos who have turned 100 years old in the current fiscal year whether residing in the Philippines or abroad, and those deceased centenarians who died in the current fiscal year shall be honored.

Office or Division:	Protective Services Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Centenarian Applicants and/or their Authorized Representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Primary Documents (Any 1 of the following)	
4. Registered Birth Certificate	PSA / Local Registrar
5. Philippine Passport	DFA
6. Senior Citizen's Identification Card issued by OSCA	OSCA
7. Any other Philippine Government -issued ID (at least 1)	Any Government Agency
Secondary Documents (Any 2 of the following)	
4. Registered Marriage Certificate issued by	PSA / Local Registrar

PSA				
5. Registered Birth Certificate of Children (At least 2 Children)	PSA / Local Registrar			
6. Affidavit executed by Two (2) Disinterested Persons (At least 80 years old and above)	Notary Public Lawyer			
7. Old School Records or Employment Records showing date of birth of the Centenarian Applicant	School / Employer			
8. Certified Baptismal and/or Confirmation Certificate / Records	Church			
Additional Supporting Documents (Upon completion of the above)				
1. One Whole-Body Picture of the Centenarian Applicant (Latest)	Client			
2. Certificate of Residency issued by the Barangay	Barangay			
3. Endorsement Letter issued by the C/MSWDO	C/MSWDO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Inquire about Centenarian Program	4. CBSS Clerk lets the client log in the logbook for reference.	None	2 minutes	CBSS Clerk
	5. Clerk refers the Client to appropriate Focal Person/ Social Worker	None	1 minute	CBSS Clerk
	6. Focal Person/ Social Worker conducts interview and assessment to client and referring party	None	15 minutes	Focal Person/ Social Worker
	7. Focal Person/ Social Worker provides Checklist of Requirements to Client	None	2 minute	Focal Person/ Social Worker

	Total		20 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey/Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	(085) 342 5619 loc. 106 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

20. PROVISION OF RESIDENTIAL CARE SERVICES TO CHILDREN IN CONFLICT WITH THE LAW (CICL)

This service is provided to male children in conflict with the law with ages above 15 but below 18 upon commission of offense who are ordered by the court for temporary shelter and rehabilitation. This is located in the Regional Rehabilitation Center for Youth (RRCY) Prosperidad, Agusan del Sur.

Office or Division:	Protective Services Division: RRCY
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Classification:	G2C-Government to Citizens			
Type of Transaction:	Complex			
Who May Avail:	Male children in conflict with the law with ages above 15 but below 18 upon commission of offense who are ordered by the court for temporary shelter and rehabilitation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter 2. Social Case Study Report (SCSR) 3. Birth Certificate 4. Medical Records 5. Commitment Order 6. PNP Related Document 7. School Records 8. Rapid Test Result and other Laboratory Results		1. Local Social Welfare and Development Office 2. Licensed Social Worker from LGU 3. Philippine Statistics Authority 4. Attending Physician from a hospital/clinic 5. Department of Justice/Regional Trial Court 6. Philippine National Police 7. School last attended 8. Health Center / Hospital		
Within Six Months Residential Care Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of referral	1.1 Record referral letter in the incoming logbook	none	1 min	Administrative Assistant
	1.2 Assessment of referral by the Multi-Disciplinary Team	none	30 min	Multi-Disciplinary Team Members
	1.3 If referred case is for admission, inform the referring party by phone and set the schedule of admission conference	none	10 min	Center Head or Senior Social Worker
	1.4 If referral is not accepted, a written reply will be sent to the referring party	none	Within 2 days	Center Head or Senior Social Worker
	1.5 Assignment of case to the handling social worker	none	3 min	Senior Social worker
2. Admission Conference	2.1 Review of documentary requirements	None	10 min	Handling Social Worker

	2.2 Conduct of admission conference	None	3 hours	Multi-Disciplinary Team Members
	2.3 Taking of photo of the client and her family/escort	None	5 min	Administrative Assistant
	2.4 Turn-over of client to Homelife and Medical Services for regular new admission procedure	None	5 min	Handling Social Worker
3. Intake interview and preparation of SCSR	3.1 Conduct of intake interview	None	1 hour	Handling Social Worker
	3.2 Preparation of SCSR	None	Within 5 days	Handling Social Worker
4. Implementation of Residential Care Intervention/ Rehabilitation	4.1 Provision of homelife, psychocological, medical, education, livelihood, social services, legal and referral for specialized interventions	None	At least 11 months	Multi-Disciplinary Team Members
	4.2 Review and monitoring of client's progress based on the intervention/ rehabilitation plan thru Social Functioning Indicators	None	Monthly	Multi-Disciplinary Team Members

	4.Administration of progress reports to court once every three months	None	2 days	Handling Social
	4.4 Administration of client's satisfaction survey form	None	30 min	Handling Social
	4.5 Dialogue with family members through case conference and homevisits	None	At least once per quarter	Handling Social Worker and selected MDT members
5. Conduct of Pre-discharge activities	5.1 Request for Parenting Capability Assessment Report (PCAR)	None	On the 8th month after admission	Handling Social Worker
	5.2 Preparation and submission of Final Report to court	None	2 days	Handling Social Worker
	5.3 Conduct of pre-discharge session with the client	None	30 min per session	Handling Social Worker ; Psychometrician
6. Discharge Case	6.1 Preparation and submission of closing summary for Field Office approval	None	2 days	Handling Social Worker
	6.2 Medical Check-up	None	3 hours	Nurse

	6.3 Coordination to TESDA for NCII issuance	None	2 hours	Manpower Development Officer / Handling Social Worker
	6.4 Approval of discharge documentary requirements	None	30 min	Handling Social Worker
	6.5 Administration of client's satisfaction survey form	None	15 min	Handling Social Worker
	6.6 Conduct of Discharge Conference cum advocacy session	None	3 hours	Multi-Disciplinary Team Members
	6.7 Turn-over of client to identified custodian	None	30 min	Multi-Disciplinary Team Members
7. After Care Follow-up	7.1 Send follow-up letter to LSWDO	None	6 months after the actual discharge	Handling Social Worker
	7.2 Closure of the case	None	One year after the discharge	Handling Social Worker
Total		No Fees	At least 1 year and 11 months (11 months of stay in RCF and 1 year After care by the LGU)	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173 E-mail: rcy.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Center Head and PSD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1)</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the quarterly/ special meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Center-Based Section 1st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173</p> <p>RRCY Prosperidad, Agusan del Sur E-mail: rcy.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

21. PROVISION OF RESIDENTIAL CARE SERVICES TO CHILDREN SEXUALLY ABUSED AND EXPLOITED

The establishment of Home for Girls situated in Purok 4, Barangay Bonbon, Butuan City as mandated by law provides programs and service on the welfare and development of female children in need of special protection such as sexually abused and exploited, neglected and emotionally maltreated, physical abused, child labor, and trafficked children.

Office or Division:	Protective Services Division: Home for Girls
Classification:	G2C-Government to Citizens
Type of Transaction:	Complex
Who May Avail:	Female children ages 5 years to below 18 years old needing special protection and temporary care, recovery and healing.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter 2. Social Case Study Report (SCSR) 3. Birth Certificate 4. Medical Records 5. Court Related Documents 6. PNP Related Document 7. School Records 8. Rapid Test Result	1. Local Social Welfare and Development Office or Head of Non-government organization 2. Licensed Social Worker from any government/non-government welfare agencies 3. Philippine Statistics Authority 4. Attending Physician from a hospital/clinic 5. Department of Justice/Regional Trial Court 6. Philippine National Police 7. School last attended 8. Health Center / Hospital

Within Six Months Residential Care Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of referral	1.1 Record referral letter in the incoming logbook	none	1 min	Administrative Assistant
	1.2 Assessment of referral by the Multi-Disciplinary Team	none	30 min	Multi-Disciplinary Team Members
	1.3 If referred case is for admission, inform the referring party by phone and set the schedule of admission conference	none	10 min	Center Head or Senior Social Worker
	1.4 If referral is not accepted, a written reply will be sent to the referring party	none	Within 2 days	Center Head or Senior Social Worker

	1.5 Assignment of case to the handling social worker	none	3 min	Senior Social worker
2. Admission Conference	2.1 Review of documentary requirements	None	10 min	Handling Social Worker
	2.2 Conduct of admission conference	None	4 hours	Multi-Disciplinary Team Members
	2.3 Taking of photo of the client and her family/escort	None	10 min	Administrative Assistant
	2.4 Turn-over of client to Homelife and Medical Services for regular new admission procedure	None	5 min	Handling Social Worker
3. Intake interview and preparation of SCSR	3.1 Conduct of intake interview	None	1 hour	Handling Social Worker
	3.2 Preparation of SCSR	None	Within 5 days	Handling Social Worker
4. Implementation of Residential Care Intervention/ Rehabilitation	4.1 Provision of homelife, psychocological, medical, education, livelihood, social services, legal and referral for specialized interventions	None	At least 6 months	Multi-Disciplinary Team Members
	4.2 Review and monitoring of client's progress	None	Monthly	Multi-Disciplinary Team Members

	based on the intervention/ rehabilitation plan			
	4.3 Dialogue with family members through case conference and homevisits	None	At least once per quarter	Handling Social Worker and select members of MDT
5. Conduct of Pre-discharge activities	5.1 Call for case conference and advocacy with the family, LSWDO and significant members of the community	None	On the 4th month after admission	Handling Social Worker and select members of MDT
	5.2 Request for Parenting Capability Assessment Report (PCAR)	None	On the 5th month after admission	Handling Social Worker
	5.3 Conduct of pre-discharge session with the client	None	30 min per session	Handling Social Worker ; Psychometrician
	6.1 Preparation Medical Check-up discharge summary report (if PCAR has positive recommendation)	None	2 days	Handling Social Worker

	6.2 Submission of the discharge summary report to Field Office for approval	None	1 hour	Admin Staff/Driver
	6.3 Medical Check-up	None	3 hours	Nurse
	6.4 Provision and final orientation on livelihood related items	None	2 hours	Manpower Development Officer
	6.5 Approval of discharge documentary requirements	None	30 min	Handling Social Worker
	6.6 Administration of client's satisfaction survey form	None	15 min	Handling Social Worker
	6.7 Conduct of Discharge Conference cum advocacy session	None	3 hours	Multi-Disciplinary Team Members
	6.8 Turn-over of client to identified custodian	None	30 min	Multi-Disciplinary Team Members
7. After Care Follow-up	7.1 Send follow-up letter to LSWDO	None	3 months after the actual discharge	Handling Social Worker

	7.2 Closure of the case	None	Within 1 month after 6 mos of discharge	Handling Social Worker
Total Processing Time			At least 12 months (6 months months of stay in RCF and 6 months After care by the LGU)	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173 E-mail: hfg.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Center Head and PSD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the division and monthly center meetings.
Contact Information of CCB, PCC, ARTA	<p>Center-Based Section 1st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173</p> <p>HFG Purok 4, Barangay Bonbon, Butuan City E-mail: hfg.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565</p>

	Call	: 165 56
		P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email	: email@contactcenterngbayan.gov.ph
	Facebook	: https://facebook.com/civilservicegovph/
	Web	: https://contactcenterngbayan.gov.ph/

22. PROVISION OF ON-SITE DIRECT RELEASE OF STIPEND FOR INDIGENT SENIOR CITIZENS PROGRAM BENEFICIARIES

Memorandum Circular No. 4 series of 2019 or also known as the “*Omnibus Guidelines for the Implementation of Social Pension for Indigent Senior Citizens Program*” accentuated the delivery of stipend to Social Pension beneficiaries in a semestral basis through but not limited to direct release of stipend. Thus, Special Disbursing Officers together with the paymasters are conducting on-site direct release of stipend to the beneficiaries. This mode of payment is usually conducted in a plaza-type or clustering dependent on the need per municipality. The On-Site Direct Release of Stipend to The Beneficiaries service of the DSWD Field Office Caraga is conducted only in the designated venue of pay-out. Thus, no release of stipend is conducted within the vicinity of the said office to avoid further financial cost and other possible risk that the claimant may encounter.

Office or Division:	Protective Services Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Social Pension Beneficiary and/or Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
OSCA I.D. or any valid government-issued I.D. (1 original copy)		OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU	
For beneficiaries with erroneous name based on the OSCA ID or in the payroll: Certificate of Oneness (1 original copy)		Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO)	
Authorized Representative for Bedridden, Frail, Sickly or with Disability			
Standard form of Authorization or Pagtugot from the OSCA/LSWDO with		Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for	

original signatures (1 original copy)	Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO)
OSCA ID or any valid government-issued ID of the beneficiary (1 photocopy and 1 original copy)	OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU
Valid government-issued ID of representative (1 photocopy and 1 original copy)	OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU
For out-patients or under medication beneficiaries only: Medical Certificate with stipulated license number issued within 3 months before the date of the Social Pension pay-out (1 photocopy and original copy)	Medical Certificate from the hospital where the beneficiary undergone medication/check-up
For confined or hospitalized beneficiaries only: Certificate of Confinement with stipulated license number of the attending physician (1 photocopy and original copy)	Attending Physician where beneficiary is confined/admitted
For beneficiaries who are not under medical care but is not in a vigorous state to personally claim the stipend only: Certification issued by the Barangay Midwife or Nurse attesting the beneficiary's physical and health condition with stipulated license number (1 photocopy and original copy)	Assigned Barangay Midwife or Nurse where beneficiary resides
Nearest Kin of the Deceased Beneficiary	
Filled-out Release of Warranty and Liability Form from LSWDO or OSCA with original signature (1 original copy)	Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO)
Death Certificate of the beneficiary (1 photocopy or Certified True Copy)	Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)
Representative's valid government-issued	OSCA, Pag-IBIG, LTO, BIR, PhilHealth,

ID (1 photocopy and 1 original copy)		Comelec, DSWD, LGU / BLGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original IDs with the completed and filled-out documents required to the paymaster.	1. Look for the beneficiary's name in the payroll and fill-out payroll with its corresponding information needed.	None	3 minutes	Paymaster DSWD Field Office Caraga
2. Sign the payroll that corresponds receipt of the stipend	2. Secure the needed information and signature of beneficiary	None	1 minute	Paymaster DSWD Field Office Caraga
3. Count received stipend	3. Provide the amount of stipend due for the beneficiary	None	1 minute	Paymaster DSWD Field Office Caraga
TOTAL:		No fees	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our SPPMO staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the SPPMO staff for consolidation of feedback.</p> <p>You may also provide feedback through our SPPMO Hotline with numbers – 09094522711 / 09061211859 or e-mail at us focrg.socialpension@gmail.com.</p>
How feedback is processed?	<p>Every 5th day of the month, Administrative Officer III consolidates all Client's Satisfactory Survey Forms within the Social Pension Program Management Office (SPPMO) and results are reviewed by SPPMO Focal Person. Approved monthly consolidation is submitted to the Protective Services Division and to be forwarded to the Human Resource and Management Development Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p>

How to file complaints?	<p>Citizen with complaints relative to Social Pension for Indigent Senior Citizens Program may file their respective complaints directly to the Social Pension Program Management Office of DSWD Field Office Caraga. They may also file complaint/s through the Office of Senior Citizens Affairs / Local Social Welfare and Development Office for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via SPPMO Hotline (09094522711 / 09061211859) or e-mail (focrg.socialpension@gmail.com) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence
How complaints are processed?	<p>Complaints received by respective offices are escalated to the SPPMO Grievance Officer for verification and veracity of complaint for at least 72 hours upon receipt.</p> <p>Grievance Officer shall send report to the SPPMO Focal Person for appropriate action.</p>
Contact Information	<p>For Social Pension Program concerns, you may contact: SPPMO Hotline - 09094522711 / 09061211859 SPPMO e-mail address – focrg.socialpension@gmail.com</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

23. REGISTRATION OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS)

The process of assessing the applicant organization to determine whether its intended purpose is within the purview of Social Welfare and Development.

Office or Division:	DSWD Field Office Caraga - Standards Section (Policy and Plans Division (Covering the area of operation if operating only in one (1) region)
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Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	All Private Organization that intends to engage in Social Welfare and Development Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Duly Accomplished Application Form	<ul style="list-style-type: none"> • DSWD Field Office Caraga - Standards Section • https://www.dswd.gov.ph/downloads-2/ <i>Annex 1. DSWD-RLA-F001 Application Form for Registration</i>
2. One (1) Updated Copy of Certificate of Registration and latest Articles of Incorporation and by-laws indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non – profit organization to operate in the Philippines Documents issued by different agencies such as Securities Exchange Commission (SEC) and Certification from National Commission on Indigenous People (NCIP) are still required under New Normal. However, if these cannot be secured due to current situation, the FO-SS or SB shall instead require the applicant SWDA to secure and submit the Annex 30. DSWD-SB-RLA-FO30 Undertaking during State of Calamity/Emergency as attached herein. For the safety certificates issued by the Local Government Units, cannot be waived for they serve as an assurance that a certain facility, structure or building or occupancy has been duly inspected and deemed complying as prescribed by the law. Further, the said undertaking can only be used at once either for application on Licensing or Accreditation. An Action Plan indicating the lacking requirements and timeframe of compliance shall be prepared by the SWDA and for concurrence by the concerned FO-SS or SB. The SWDA shall be given a maximum period of six months, which must be strictly observed. Failure to comply shall be ground for revocation of the issued certificate.	<ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)
3. One (1) Copy of any of the following: <ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and 	<ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ <i>Annex 4. DSWD-RLA-F004 Manual of</i>

procedures to attain its purposes <ul style="list-style-type: none"> • Brochure • Duly signed Work and Financial Plan for at least two (2) years 	<i>Operation</i> <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
A. Assessment Procedures for Walk-in Applicants				
STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office Caraga	Provides client application form, and checklist of requirements	None	*10 minutes	Support Staff Standards Section- Field Office Caraga
STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have the copy of the checklist of the submitted requirements. 1.3 For incomplete requirements, it shall be returned to applicant organization and the checklist indicating the lacking requirements for compliance	1.3 Receive the documentary requirements and provide the applicant organization with the checklist of completed requirements with filing code for easy tracking and reference. 1.4 Determine whether the submitted documents are complete. 1.5 If complete, provide the organization the copy of	None	*1 hour	Support Staff in charge of all incoming documents (Standards Bureau-Central Office/ Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	<p>the checklist indicating that the application is ready for endorsement.</p> <p>1.6 If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant/ Organization' s compliance.</p>			
STEP 3: If Complete, pay the required processing fee.	Prepare Billing Statement and instructs applicant to proceed to the Financial Management Division for the issuance of Payment Order and proceed to the cashier for payment.	None	*1 hour	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office Section-Field Office)
	Process payment and issues Official Receipt.	₱1,000.00	*1 hour	Receiving Staff – Cash Division Finance Service Unit - DSWD Field Office
STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR).	Acknowledge the copy of the Official Receipt from the applicant Organization.	None	*5 Minutes	Support Staff in charge of all incoming documents (Standards Section- Field Office)
Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant Organization the Customer's Feedback Form	None	*5 minutes	Support Staff (Standards Bureau-Central Office/ Standards Section- Field Office)
STEP 6: Issuance of Registration	1.2 Once the applicant Organization satisfies the	None	3 hours	Technical Staff Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
Certificate and Preparation of Confirmation Letter	prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.			Section- Field Office)
	Review and approval of the Confirmation Report; endorsement for approval of the Registration Certificate.	None	3 hours	Technical Staff/ Section Head/ Division Chief/ Standards Section- Field Office)
	Approval and Signing of Registration Certificate	None	5 hours	Regional Director (Field Office)
STEP 7: Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier)	None	2 hours	Support Staff in-charge of outgoing documents (Standards Section- Field Office)
TOTAL				
For Complete and Compliant:		₱1,000.00	2 days or 16 hours and 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section

How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	Standards Section 2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: standardscaraga@gmail.com ARTA : complaints@arta.gov.ph PCC: 8888 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/

24. PROVISION OF NHTS STATISTICAL DATA TO EXTERNAL USERS

This service provides the national government agencies, development partners, and social protection stakeholders, academe and researchers with statistical data on poor households/ individuals in Caraga region based on the result of the 2nd round household assessment, which was conducted in 2015. Statistical request shall be supported by a letter citing the reasons for the request, enumerating the kinds of data needed and a reasonable timeline for the expected release of the data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2C/G2G- Government to Citizen/Government to Government			
Who may avail:	-NGAs; -P/C/M/BLGUs; -NGOs/CSOs; -Private Foundation; -Academe; and -Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Annex A)		NHTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request	5. Receives and	None	15 minutes	Admin Assistant

letter through email add nhts.focrg@dswd.gov.ph or submits to the record section	check for completeness 1.1 Forwards the request to PPD Chief			Records Section Office
	2. Endorses the request to RFC for appropriate action	None	5 minutes	OIC-PPD Chief PPD Office
	3. Records and forward the request to RFC	None	2 minutes	Admin Assistant III NHTS Office
	4. Reviews and endorse for statistical generation	None	5 minutes	RFC NHTS Office
	5. Facilitates statistical request 5.1 Generate s statistical table 5.2 Drafts reply letter/memorandum	None	1 day and 4 hours	RAS NHTS Office
	6. Reviews and countersign reply letter/memorandum	None	15 minutes	RFC NHTS Office
	7. Endorses reply memorandum	None	5 minutes	OIC-PPD Chief PPD Office
	8. Signs reply memorandum	None	4 hours	Regional Director Office of the Regional Director
	9. Tracks response letter and send reply letter along the requested datasets to the email address provided by the requesting party	None	10 minutes	Admin Assistant III NHTS Office
	TOTAL		2 Days and 57 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the

	<i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001) from the receiving admin staff of the Section</i>
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section 3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

25. RISK RESILIENCY PROGRAM – CLIMATE CHANGE ADAPTATION AND MITIGATION (RRP-CCAM) THRU CASH-FOR-WORK MODALITY (CFW)

This refers to the provision of Cash-for-Work assistance to local government units identified by the Field Office to implement projects relating to risk resiliency and climate change adaptation and mitigation.

Office or Division	Disaster Response Management Division
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Local Government Units
CHECKLIST OF REQUIREMENT	
Sangguniang Bayan (SB) Resolution	Client
* Duly notarized Specific Implementation Agreement (SIA)	Client

* Certificate of Eligibility of Beneficiaries	Client
* Project Proposal signed by the Local Chief Executive or any authorized representative	Client
Photos (Before, During and After) with specified vantage point of the project area	Client
Work Accomplishment Report with complete signatories, to wit: <ul style="list-style-type: none"> • Barangay Captain • MSWDO • Mayor 	Client
** Certificate of Eligibility (COE) for Replacement	Client
** Summary of Replacement	
*** Waiver	Client
Barangay Resolution	Client
Minutes of Meeting and Attendance Sheets	Client
Completion and Acceptance Certificate	Client
Notarized MOA from the Land Owner (if the land is owned by a private individual)	Client

* Client may coordinate with the office/division for the proper template of the documents.

** This requirement only applies if some of the beneficiaries are replacing the original beneficiaries listed in the submitted Certificate of Eligibility

*** This requirement only applies if some of the project beneficiaries opt to waive the assistance and transfer it to other beneficiaries.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Review the completeness of the submitted CFW requirements	None	30 minutes	RRP-CCAM Focal
	Technical Review and Approving of the documents	None	2 days	DRRS Head, DRMD Chief and Regional Director/Approving Officer

	Preparation of Cash Assistance Payroll (CAP), Disbursement Vouchers (DV), Cash Advance (CA) and Time Tally Sheets	None	30 minutes	Administrative Assistant
	Approving of CAP, DV and CA to the Finance and Management Division and the Regional Director/Approving Officer	None	3 days	Finance and Management Division, Regional Director/Approving Officer
	Coordinate with the LGU thru the C/MSWDO on the schedule of payout	None	15 minutes	RRP-CCAM Staff
2. Assist in the conduct of payout to the beneficiaries	Distribution of CFW to the beneficiaries	None	1 day	DRMD Staff and payout masters
TOTAL		None	6 working days, 1 hour and 17 minutes	

Remarks: Cash-for-work activities will commence after the approval of the Project Proposal.

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Disaster Response and Rehabilitation Section Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the

	<i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001) from the receiving admin staff of the Section</i>
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Disaster Response and Rehabilitation Section 3rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: drmd.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

26. STUDENT TRAINING SERVICES

Student Training Service is a component of the National Service Training Program whose program of activities are contributory to the general welfare and betterment of life for the members of the community, or the enhancement of its facilities, especially those devoted to improving health, education, environment, entrepreneurship, safety, recreation and morals of the citizenry.

Office or Division:	Capacity Building Section (CBS)			
Classification:	Simple			
Type of Transaction:	Government to Academe			
Who May Avail:	All Students from any State & Private Universities and Colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form			DSWD	
Memorandum of Agreement (with the School)			DSWD	
Internship Agreement (with the Student)			Concerned School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submits letter of intent, endorsement letter from academe and personal information	Section processes on received student training applications	none	1 hour	Records Section
	Receives routed pertinent documents from applicant	none	1 hour	Administrative Assistant of CBS
	Validates the application and forwards it to the Student Training Coordinator	none	1 hour	CBS Head
	Receives validated application and checks if the Field Office can still accommodate new student trainees	none	10 minutes	Student Training Coordinator
Receives letter stating declination of application (if there is no available unit or section for placement)	Conducts Inventory of Agency's Learning Resources	none	1 hour	Student Training Coordinator
Confirms attendance to orientation	Contacts applicant and informs him/her of the final orientation schedule	none	10 minutes	Student Training Coordinator
Attends orientation as scheduled	Conducts orientation on the DSWD Programs and Services and the Student Training Services	none	4 hours	Student Training Coordinator
Fills-out Agreement Form and other STP requirements	Provides agreement form to OJT	none	1 hour	Student Training Coordinator
	Contacts Agency Field Instructors needing OJT	none	10 minutes	Student Training Coordinator
	Deploys applicant to Agency Field Instructor's workplace	none	10 minutes	Student Training Coordinator
	Accept student trainees	none	10 minutes	Agency Field Instructors

Get STP identification card and handbook	Issues STP identification card and handbook to trainees	none	20 minutes	Student Training Coordinator
	Encodes OJT applicants in the STP Portal	none	20 minutes	Student Training Coordinator
Render required OJT hours	Validates number of rendered OJT hours	none	10 minutes	Student Training Coordinator
Complies with initial requirements for the evaluation & fills-out Student Trainee's Evaluation form	Checks requirements according to completeness	Php 500.00	1 hour	Student Training Coordinator
	Fills-out Assessment of the Student and Field Placement or OJT experience	none	30 minutes	Agency Field Instructor
	Prepares schedule, venue and other logistical requirements for exit conference	none	30 minutes	Student Training Coordinator
	Approves and attends exit conference	none	10 minutes	CBS Head
Attends exit conference	Facilitates exit conference	none	2 hours	Student Training Coordinator
Receives certificate of completion	Prepares certificate of completion	none	15 minutes	Administrative Assistant of CBS
	Updates STP Portal	none	10 minutes	Student Training Coordinator
TOTAL		Php 500	15 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	Answer the client feedback form and drop it at the designated drop box in the Regional Learning Commons. Contact information: (085) 342-5619 local 132
How feedback is processed	Every end of OJT period, the Student Training Coordinator opens the drop box and compiles and records all feedback

	<p>submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box at the Regional Learning Commons</p> <p>Complaint can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p>
How complaint are processed	<p>The Student Training Coordinator opens the complaints box on daily basis and evaluate each complaint.</p> <p>Upon evaluation, the Student Training Coordinator shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Student Training Coordinator will make a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Student Training Coordinator will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p>
Contact Information	<p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> <p style="padding-left: 40px;">P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p>

27. TRAINING SERVICES FOR EXTERNAL PARTNERS

This covers the entire process of training development and management that covers administration of learning needs assessment, development of training design, pre-training preparations, training management and monitoring and evaluation of learning of all training services implemented at the Field Office level or as requested by the local government units.

Office or Division:	Capacity Building Section (CBS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Academe			
Who May Avail:	All Students from any State & Private Universities and Colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form			DSWD	
Memorandum of Agreement (with the School)			DSWD	
Internship Agreement (with the Student)			Concerned School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of intent, endorsement letter from academe and personal information	Section processes on received student training applications	none	1 hour	Records Section
	Receives routed pertinent documents from applicant	none	1 hour	Administrative Assistant of CBS
	Validates the application and forwards it to the Student Training Coordinator	none	1 hour	CBS Head
	Receives validated application and checks if the Field Office can still accommodate new student trainees	none	10 minutes	Student Training Coordinator
Receives letter stating declination of application (if there is no available unit or section for placement)	Conducts Inventory of Agency's Learning Resources	none	1 hour	Student Training Coordinator

Confirms attendance to orientation	Contacts applicant and informs him/her of the final orientation schedule	none	10 minutes	Student Training Coordinator
Attends orientation as scheduled	Conducts orientation on the DSWD Programs and Services and the Student Training Services	none	4 hours	Student Training Coordinator
Fills-out Agreement Form and other STP requirements	Provides agreement form to OJT	none	1 hour	Student Training Coordinator
	Contacts Agency Field Instructors needing OJT	none	10 minutes	Student Training Coordinator
	Deploys applicant to Agency Field Instructor's workplace	none	10 minutes	Student Training Coordinator
	Accept student trainees	none	10 minutes	Agency Field Instructors
Get STP identification card and handbook	Issues STP identification card and handbook to trainees	none	20 minutes	Student Training Coordinator
	Encodes OJT applicants in the STP Portal	none	20 minutes	Student Training Coordinator
Render required OJT hours	Validates number of rendered OJT hours	none	10 minutes	Student Training Coordinator
Complies with initial requirements for the evaluation & fills-out Student Trainee's Evaluation form	Checks requirements according to completeness	Php 500.00	1 hour	Student Training Coordinator
	Fills-out Assessment of the Student and Field Placement or OJT experience	none	30 minutes	Agency Field Instructor
	Prepares schedule, venue and other logistical requirements for exit conference	none	30 minutes	Student Training Coordinator

	Approves and attends exit conference	none	10 minutes	CBS Head
Attends exit conference	Facilitates exit conference	none	2 hours	Student Training Coordinator
Receives certificate of completion	Prepares certificate of completion	none	15 minutes	Administrative Assistant of CBS
	Updates STP Portal	none	10 minutes	Student Training Coordinator
TOTAL		Php 500	15 hours	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	Answer the client feedback form and drop it at the designated drop box in the Regional Learning Commons. Contact information: (085) 342-5619 local 132
How feedback is processed	Every end of OJT period, the Student Training Coordinator opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box at the Regional Learning Commons Complaint can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
How complaint are processed	The Student Training Coordinator opens the complaints box on daily basis and evaluate each complaint. Upon evaluation, the Student Training Coordinator shall start the investigation and forward the complaint to the relevant office for their explanation. The Student Training Coordinator will make a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Student Training Coordinator will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 132
Contact Information	For inquiries and follow-ups, clients may contact the following

telephone number: (085) 342-5619 local 132

CONTACT CENTER NG BAYAN:

SMS : 0908 881 6565

Call : 165 56

P 5.00 + VAT per call anywhere in the
Philippines via PLDT landlines

Email : email@contactcenterngbayan.gov.ph

Facebook : <https://facebook.com/civilservicegovph/>

Web : <https://contactcenterngbayan.gov.ph/>

Regional Office

Internal Services

1. ISSUANCE OF “CERTIFICATE OF NO PENDING CASE”

This service is offered only to those who are presently employed in the DSWD Field Office -Caraga irrespective of their status of employment and area of assignment.

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Administrative Assistant of the Legal Unit	1.Require the client to fill-out the request form	None	2 minutes	<i>Administrative Assistant</i>
2. Fill-out the Request Form	2.Provide guidance and/ or answer further queries about completing the form	None	3 minutes	<i>Administrative Assistant</i>
3.Double check the correctness of the details/ information reflected in the Certificate	3.Name match in the Inventory of Cases	None	5 minutes	<i>Administrative Assistant</i>
	3.1Prepare the Certificate or Denial Letter		10 minutes	<i>Legal Officer</i>

	3.2 Impress the DSWD seal in the Certificate			
4. Receive the Certificate or the Denial Letter	4. Issue the Certificate of No Pending Case or Denial Letter	None	5 minutes	<i>Legal Officer</i> <i>Administrative Assistant</i>
5. Accomplish the Client Satisfaction Survey Form	5. Administer the Client Satisfaction Survey Form	None	5 minutes	<i>Administrative Assistant</i>
TOTAL		No Fees	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>The client gives feedback through the Client Satisfaction Survey (CSS) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSS Form and drop it to the designated CSS feedback box. The attending Administrative Assistant (AA) assists the client.</p>
How feedback is processed?	<p>Every 30th day of the month, the AA of the Unit will collect all the CSS form in the designated feedback box and make a report out from the feedback of the clients written in the CSS form.</p> <p>The report shall be reviewed and signed by the Unit Head before forwarding to the Administrative Assistant at the Office of the Regional Director (ORD).</p> <p>The AA in the ORD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>The consolidated report will be submitted to the Regional Director for signature, reference, and for action. Every 5th day of the following month is the deadline of the consolidated report.</p>
How to file complaints?	The staff shall fill out a Complaint/s Form requiring the

	following information: <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s
How complaints are processed?	Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the monthly/ emergency meeting.
Contact Information	<p>Legal Services Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 130 Telefax: (085) 815-9173 ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

2. ISSUANCE OF EMPLOYMENT CERTIFICATIONS

This service is offered to all employees of DSWD Field Office Caraga irrespective of their status of employment and area of assignment. The following certifications are available in the office, to wit:

- Certificate of employment for resigned/ end of contract employees
- Certificate of employment for current employees' request
- Certificate of employment and compensation
- Certificate of last salary received
- Certificate of Available Leave Credits
- Certificate of Good Moral Character
- Certificate of Employment and Oneness for merging of Pag-IBIG records
- Certificate of Employment for GSIS Educational Subsidy Program Application

Office or Division:	Personnel Administration Section / HRMDD
Classification:	Simple
Type of Transaction:	G2G – Government to Government Employee
Who May Avail:	All DSWD employees
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

Certification Request Slip for walk-in clients		Personnel Administration Section		
E-mail/ text/ call requests		Employee		
Additional Requirements: For Pag-IBIG Certificate of Oneness -1 photocopy of Employee's Statement of Accumulated Value		Employee / representative		
Representative 1 signed authorization letter and 1 photocopy of ID of the employee and the representative		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Certification Request Slip to the Public Assistance and Complaint Center/Desk Officer (PACC/DO) located in the entrance gate for walk-in clients; or text/call/ email your request	1. Greets clients and gives the Certification Request Slip	No fees	2 minutes	PACC/DO or COE Focal
2. Fills out and submits the Certification Request Slip and present Valid ID and other applicable requirements For text/email requests, please provide the following information: *Name *Type of Request *Purpose *Contact Number/Email-address and send to 09485890907 or personneldocs.focaraga@gmail.com	2.1 Receives filled out COE Request Slip and requirements and examines to determine its completeness and inform staff that the request needs to be validated first.	No fees	5 minutes	PACC/DO or COE Focal
	2.2 Verifies the information in the request slip/email/text/call with the payroll-in-charge and the database/Per 16 and prepare the certification <i>*If the verification process falls during the payroll period, an allowance of additional 1 day will be given to give ample time to the verifiers and the COE focal who is also a payroll-in-charge.</i>	No Fees	2 days	COE Focal and Payroll-in-charge

	2.3 Reviews and initials in the certification	No fees	2 hours	PAS Head
	2.4 Records and forwards the Certification to HRMD for signature	No Fees	3 minutes	PAS Admin Staff
	2.5 Reviews and signs the certification	No fees	4 hours	HRMDD Chief
	2.6 Receives the signed Certification and forwards to the COE focal	No fees	5 minutes	PAS Admin Staff
3. Receives notification	3. Notifies the requester through text/call/email that the Certification is available for pick-up.	No fees	2 minutes	COE Focal
4. Receives the Certification in the logbook or confirm receipt of scanned COE	4. Release/email Certification to the requester and gives customer satisfaction survey form	No fees	3 minutes	PACC/D O or COE Focal
5. Accomplishes Customer Satisfaction Survey Form	5. Receives the Customer Satisfaction Survey Form	No fees	5 minutes	PACC/D O or COE Focal
TOTAL		No fees	2 days, 6 hours and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1) Telephone: (085) 342-5619 loc. 113 Cellphone Number: 09485890907
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	E-mail: personnel.focrg@dswd.gov.ph
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and HRMDD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1)
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

3. ISSUANCE OF CERTIFIED TRUE COPY OF STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN)

A SALN is a public official or employees' declaration of his/her wealth. This service is offered to all internal staff of DSWD FO Caraga either for application of fidelity bond, requirements for educational subsidy, requirements for nominations and other work-related purposes.

Office or Division:	Personnel Administration Section / HRMDD
Classification:	Simple
Type of Transaction:	G2G – Government to Government Employee
Who May Avail:	All DSWD regular and contractual employees
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

SALN Request Form (PERSONNEL FORM 1-SALN REQUEST FORM)		Personnel Administration Section		
Valid Identification Card (original)		Employee		
Representative 1 signed authorization letter and 1 photocopy of ID of the employee and the representative		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the SALN request form, fills out the form and submits it together with the Valid ID	1. Receives fill out SALN Request Form and ID for verification, examines to determine its completeness and tells client to take a seat and wait	No fees	10 minutes	Records Custodian
2. Takes a seat and wait	2.1 Verifies the availability of the requested SALN from the SALN database and/or employee Per16 files <i>*If available, retrieves SALN, photocopy and certifies copy of SALN</i> <i>*If not available, indicate non-availability of the SALN in the request form and explain the reason hereof and then return the request form to the client.</i> 3.2 Routes the SALN Request Form and photocopied SALN to Personnel Administration Section Head for signature	No Fees	30 minutes	Records Custodian
4. Waits for the release of the SALN	4. Signs the certified true copy of the SALN	No fees	5 minutes	Personnel Administration Section Head

5. Receives certified copy of the SALN in the logbook	5. Release requested copy of the SALN to the client and reminds client to accomplish the customer satisfaction survey form	No fees	1 minute	Records Custodian
6. Accomplishes Customer Satisfaction Survey Form	6. Receives the Customer Satisfaction Survey Form	No fees	5 minutes	Records Custodian
TOTAL		No fees	51 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1)</p> <p>Telephone: (085) 342-5619 loc. 113 Cellphone Number: 09489748507 E-mail: personnel.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and HRMDD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section (Table 1)</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the quarterly/ special meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p>

	CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/
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4. PROVISION OF NHTS STATISTICAL DATA TO DSWD FO CARAGA INTERNAL USERS

This service provides the offices within the DSWD Field Office-Caraga statistical data on poor households/ individuals in Caraga region based on the result of the 2nd round household assessment, which was conducted in 2015. Statistical request shall be supported by a letter citing the reasons for the request, enumerating the kinds of data needed and a reasonable timeline for the expected release of the data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	-Offices within the DSWD Field Office Caraga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Annex A)		NHTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sends request letter through email add nhts.focrg@dswd.gov.ph or submits to the record section	6. Receives and check for completeness 1.1 Forwards the request to PPD Chief	None	15 minutes	Admin Assistant Records Section Office
	2. Endorses the request to RFC for appropriate action	None	5 minutes	OIC-PPD Chief PPD Office
	3. Records and forward the request to RFC	None	2 minutes	Admin Assistant III NHTS Office
	4. Reviews and endorse for statistical generation	None	5 minutes	RFC NHTS Office
	5. Facilitates statistical request 5.1 Generate s	None	1 day and 4 hours	RAS NHTS Office

	statistical table 5.2 Drafts reply letter/memorandum			
	6. Reviews and countersign reply letter/memorandum	None	15 minutes	<i>RFC</i> NHTS Office
	7. Endorses reply memorandum	None	5 minutes	<i>OIC-PPD Chief</i> PPD Office
	8. Signs reply memorandum	None	4 hours	<i>Regional Director</i> Office of the Regional Director
	9. Tracks response letter and send reply letter along the requested datasets to the email address provided by the requesting party	None	10 minutes	<i>Admin Assistant III</i> NHTS Office
	TOTAL		2 Days and 57 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p>
How feedbacks are processed	Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section 3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p>

	ARTA : complaints@arta.gov.ph PCC: 8888 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/
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5. PROVISION OF NAME-MATCHING RESULT TO DSWD FO CARAGA INTERNAL USERS

Name-matching will be undertaken primarily to determine if a household is in the Listahanan database and what its corresponding poverty status is; to confirm inclusion in a particular program; and to determine extent of availment of programs and services. Requesting party shall prepare a letter of request indicating the reasons for name-matching and enclosing an electronic copy of the names of households to be matched. The e-file must follow the prescribed name-matching template. All requests for name-matching are subject for review by the designated Regional Data Protection Officer (RDPA). If approved, the request will be facilitated by the Regional Information Technology Officer (RITO). The section will then coordinate the requesting party regarding the scheduled conduct of Orientation on Salient Provisions of the Data Privacy Act. The Certificate of Orientation shall be signed by the focal person representing the Division Chief and shall serve as basis for releasing the requested data.

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	-Offices within the DSWD Field Office Caraga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Annex A) and enclosed e-copy of filled-in name-matching template		NHTS Office		
Data Requirements (Annex B)		NHTS Office		
Certificate of Orientation on Data Privacy Act of 2012 (Annex D)		NHTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copy of the request letter to Regional Director's office and send	1. Receives and check completeness of requirements	None	10 minutes	Admin Assistant III RD Office

electronic copy of filled-in name-matching template through the email add nhts.focrg@dswd.gov.ph	1.1 Forwards the request to the Regional Data Protection Officer (RDPO)			
	2.Reviews and make recommendations to Regional Director for appropriate action	None	15 minutes	<i>RDPO</i> ARD Office
	3.Forwards the request to PPD Chief for appropriate action	None	10 minutes	<i>Regional Director</i> Office of the Regional Director
	4.Endorses the request to RFC for appropriate action	None	5 minutes	<i>OIC-PPD Chief</i> PPD Office
	5. Review request for data generation. If request is approved, proceed to step 6-10. If denied, proceed to step no. 11	None	5 minutes	<i>RFC</i> NHTS Office
	6. Facilitates the name matching request	None	2 days-less than 1000 data 4 days-more than 1000 data but not greater than 2000 data 5 days- more than 2000 data but not greater than 3000 data	<i>RITO</i> NHTS Office
	7. Generate and accomplish Data Release Form (DRF)	None	30 minutes	<i>RITO</i> NHTS Office
	8. Encrypt Data Files	None	30 minutes	<i>RITO</i> NHTS Office
	9. Draft reply memorandum	None	30 minutes	<i>RITO</i> NHTS Office
	10.Review and countersign reply memorandum	None	30 minutes	<i>RFC</i> NHTS Office
	11. Accomplish denial of request	None	30 minutes	<i>RFC</i> NHTS Office

	(Annex C)			
	12. Sign reply memorandum	None	15 minutes	<i>OIC-PPD Chief PDPS Office</i>
	13. Track and send reply memorandum For denied request, process ends here otherwise, proceed to the next step.	None	10 minutes	<i>Admin Assistant III NHTS Office</i>
	14. Conduct Orientation on Data Privacy Act and issue Certificate of on Orientation (Annex D)	None	1 day	<i>RFC NHTS Office</i>
	15. Release the CD with encrypted and password-protected Listahanan data along with the DRF	None	5 minutes	<i>Admin Assistant III NHTS Office</i>
1. Receives encrypted CD and contact the focal person indicated in the DRF to decrypt the data	16. Provide Password	None	30 minutes	<i>RITO NHTS Office</i>
2. Sign the DRF and forward the said document to NHTS	17. File the DRF	None	2 minutes	<i>Admin Assistant III NHTS Office</i>
	TOTAL: Approved Request -less than 1000 data -more than 1000 data but not greater than 2000 data -more than 2000 data but not greater than 3000 data Denied Request	No Fees No Fees No Fees	3 days, 4 hours and 17 minutes 5 days, 4 hours and 17 minutes 6 days, 4 hours and 17 minutes 1 hour and 40 minutes	

Note: Processing time may be extended to 3 days if there is system downtime advisory from the

Central Office

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Kindly accomplish the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p>
How feedbacks are processed	<p>Every 1st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.</p>
How to file a complaint	<p>You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD – FO Caraga- HRMDD 001-F-001)</i> from the receiving admin staff of the Section</p>
How complaints are processed	<p>Complaints received are consolidated every 30th day of every month and will be part of the agenda during the quarterly/ special meetings.</p>
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p>National Household Targeting Section 3rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p>

I. List of Offices

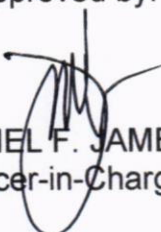
Office	Address	Contact Information
Promotive Services Division		
Office of the Promotive Services Division Chief	3 rd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 126 Telefax: (085) 815-9173
Pantawid Pamilyang Pilipino Program Program Management office	3 rd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 119 Telefax: (085) 815-9173
Pantawid Encoding Station	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 120 Telefax: (085) 815-9173
KALAHI CIDSS Program Management office	2 nd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 108 or 109 Telefax: (085) 815-9173
Sustainable Livelihood Program Management office	1 st Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 125 Telefax: (085) 815-9173
Protective Services Division		
Office of the Protective Services Division Chief	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 106 Telefax: (085) 815-9173
Community-Based Section		Tel. Nos.: (085) 342-5619 to 20 loc. 106 Telefax: (085) 815-9173
Supplementary Feeding Program Management Office		Tel. Nos.: (085) 342-5619 to 20 loc. 106 Telefax: (085) 815-9173
Social Pension Program Management Office		Tel. Nos.: (085) 342-5619 to 20 loc. 106 Telefax: (085) 815-9173
Adoption Resource and Referral Unit		Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173

Minors Travelling Abroad		Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173
Center-Based Section		Tel. Nos.: (085) 342-5619 to 20 loc. 115 Telefax: (085) 815-9173
Capacity Building Section	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 131 Telefax: (085) 815-9173
Regional Learning Commons	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 132 Telefax: (085) 815-9173
Crisis Intervention Section	1 st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 103 Telefax: (085) 815-9173
Policy and Plans Division (PPD)		
Office of the PPD Chief	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173
Policy Development and Planning Section	2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 244 Telefax: (085) 815-9173
National Household Targeting Section	3 rd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173
Information and Communications Technology Section	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	
Standards Section	2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173
Disaster Response Management Division (DRMD)		
Office of the DRMD Chief	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 106 or 115 Telefax: (085) 815-9173
Disaster Response and Rehabilitation Section	3 rd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173
Disaster Response Information and Management Section		Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173
Regional Resource		Tel. Nos.: (085) 342-5619 to 20

Operation Section		loc. 238 Telefax: (085) 815-9173
Financial Management Division (FMD)		
Office of the FMD Chief	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 104 Telefax: (085) 815-9173
Accounting Section		Tel. Nos.: (085) 342-5619 to 20 loc. 104 Telefax: (085) 815-9173
Budget Section		Tel. Nos.: (085) 342-5619 to 20 loc. 104 Telefax: (085) 815-9173
Cash Section	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 118 Telefax: (085) 815-9173
Administrative Division		
Office of the Admin Division Chief and OIC ARDA	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 129 Telefax: (085) 815-9173
Property and Supply Section	1 st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 243 Telefax: (085) 815-9173
Reproduction Room		Tel. Nos.: (085) 342-5619 to 20 loc. 214 Telefax: (085) 815-9173
Records Management Section		Tel. Nos.: (085) 342-5619 to 20 loc. 240 Telefax: (085) 815-9173
Dormitory	2 nd Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 122 Telefax: (085) 815-9173
Guard on Duty	Main Entrance DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 124 Telefax: (085) 815-9173
Public Assistance and Complaints Center		Tel. Nos.: (085) 342-5619 to 20 loc. 245 Telefax: (085) 815-9173
Procurement Section	1 st Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 101 Telefax: (085) 815-9173
General Services Section		Tel. Nos.: (085) 342-5619 to 20 loc. 117 Telefax: (085) 815-9173
Human Resource Management and Development Division		
Office of the Division Chief, HRMDD	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173
Personnel Administration Section		Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173
Learning and Development Section		Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173
Human Resource Planning and Performance Management Section	2 nd Floor, Pag-Amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 114 Telefax: (085) 815-9173
Human Resource		Tel. Nos.: (085) 342-5619 to 20

Welfare Section		loc. 114 Telefax: (085) 815-9173
Office of the Regional Director		
Office of the Regional Director	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. Telefax: (085) 815-9173
Internal Audit Section	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. Telefax: (085) 815-9173
Social Marketing Section	3 rd Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 248 Telefax: (085) 815-9173
Legal Services Section	2 nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 342-5619 to 20 loc. 130 Telefax: (085) 815-9173

Approved by:



RAMEL F. JAMEN
 Officer-in-Charge