



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

## **CITIZEN'S CHARTER**

2021 (5<sup>th</sup> Edition)



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

## **CITIZEN'S CHARTER**

2021 (5<sup>th</sup> 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.

## LIST OF SERVICES

NO.	NAME OF SERVICES	PAGE NUMBER
<b>FRONTLINE SERVICES</b>		
1	Issuance of Gate Pass for Guests for Service Providers and Suppliers	7
2	Issuance of Property Clearance for Separated Officials and Employees	11
3	Provision of Assistance to Distressed Repatriated Overseas Filipino Workers	15
4	Issuance Of Pantawid Pamilya Certification	18
5	Pantawid: Grievance Intake and Response	21
6	Data Research Request on 4Ps Program	26
7	Provision of Assistance to Individual in Crisis Situation	32
8	Issuance of Affidavit of Consent to Adoption and Pre-Adoption Placement Authority	40
9	Travel Clearance Issuance for Minors Travelling Abroad (MTA)	46
10	Recovery and Reintegration Program for Trafficked Persons (RRPTP)	54
11	Provision of On-site Direct Release of Stipend for Social Pension for Indigent Senior Citizens Program Beneficiaries	60
12	Provision of Centenarian Gift to Eligible Centenarian	64
13	Provision of Residential Care Services to Children Sexually Abused and Exploited	66
14	Provision of Residential Care Services to Children in Conflict with the Law (CICL)	72
15	Provision of Supplementary food to LGUs Through the Supplementary Feeding Program	77
16	Immersion Outreach Program/Government Internship Program	82
17	Provision of Assistive Devices to Eligible Persons with Disabilities (PWDs), (Canes, Crutches, Wheelchair, Hearing aids and Prosthesis)	85
18	Issuance of Foster Care License and Foster Care Placement Authority Licenses to Foster Families	88
19	Referral Management Process for SLP -Provision of Livelihood Assistance for referrals and walk-in Individuals	94
20	Issuance of Certificate of Authority to Conduct Regional Fund Raising Campaign to Individual, Corporation, Organization or Association	100
21	Registration of Private Social Welfare and Development Agencies (SWDAs)	106
22	Licensing of Private Social Welfare and Development Agencies (SWDAs) (1) Auxiliary SWDA (2) Social Work Agency	111
23	Accreditation of Pre-marriage Counselors (on normal setting)	122
24	Accreditation of Pre-marriage Counselors (During a State of National Emergency of Calamity)	129
25	Augmentation of Welfare Goods to LGUs affected by Disaster	134
26	Emergency Shelter Assistance	137
27	Food-for-Work Assistance	139
28	Risk Resiliency-Program –Climate Change Adaption and Mitigation (RRP-CCAM) Thru Cash-for-Work Modality (CFW)	142
29	Walk-in name matching data request	145
30	Data-sharing- name matching	148

<b>31</b>	Data-sharing- list of data Subjects	<b>153</b>
<b>32</b>	Data-sharing. Statistics/Raw Data Request	<b>158</b>
<b>33</b>	Student Training Services	<b>162</b>
<b>34</b>	Training Services for External Partners	<b>165</b>
<b>NON-FRONTLINE SERVICES</b>		
<b>1</b>	Issuance of Employment Certificates	<b>170</b>
<b>2</b>	Request for copy of Statement of Assets, Liabilities and Net Worth (SALN)	<b>173</b>
<b>3</b>	Transfer of Property Accountability	<b>176</b>
<b>4</b>	Receipt of Surrendered Equipment and Semi Expendable Equipment	<b>180</b>
<b>5</b>	Issuance of Portable Equipment Sticker Pass	<b>183</b>
<b>6</b>	Issuance of Supplies and Materials from Stock Pile	<b>186</b>
<b>7</b>	Re-issuance of Equipment and Semi-expendable Supplies	<b>189</b>
<b>8</b>	Facilitation of Request for Relief from Property Accountability from Commission on Audit	<b>192</b>
<b>9</b>	Facilitation of Request for Relief from Property Accountability through Reimbursement/Replacement	<b>198</b>
<b>10</b>	Provision of Technical Assistance on Property and Supply Management	<b>202</b>
<b>11</b>	Request of Technical Assistance for Repair and Maintenance	<b>206</b>
<b>12</b>	Request for Technical Assistance for Special Sanitation and Disinfection of the Offices	<b>212</b>
<b>13</b>	Request for DSWD Dormitory Accommodation	<b>215</b>
<b>14</b>	Request for the Use of DSWD Conference Room	<b>219</b>
<b>15</b>	Provision of Assessment on the Request for the Declaration of Force Majeure / State of Calamity	<b>222</b>
<b>16</b>	Provision of Technical Assistance and Monitoring Visits	<b>227</b>
<b>17</b>	Issuance of Certificate of No Pending Administrative Cases	<b>231</b>
<b>18</b>	DSWD Sharing with DSWD ODSU- Name Matching	<b>234</b>
<b>19</b>	Data Sharing with DSWD ODSU – List of Data Subject	<b>238</b>
<b>20</b>	Data Sharing With DSWD ODSUS – Statistics/Raw Data Request	<b>241</b>
<b>List of Offices</b>		<b>245</b>

## **Regional Office**

## **Frontline Services**

## 1. Issuance of Gate Pass for Service Providers and Suppliers

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: <ul style="list-style-type: none"> <li>a. DSWD employees and officials</li> <li>b. DSWD service providers</li> <li>c. DSWD suppliers</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) original copies of duly accomplished Gate Pass  2. Number of Property/ies to be brought outside  3. Two (2) copies of duly accomplished Equipment Borrower Slip/ printed email from accountable person authorizing the borrower to bring the property  4. One (1) photocopy of Special Order for order of succession		1. To be prepared by the client OBSUs' Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format  2. To be prepared by the client without any prescribed format  3. To be prepared by the client OBSUs' DPSC through PREMIS with prescribed format  4. Administrative Division-Records Management Section(AD-RMS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished gate pass with attachments and present property for checking	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented	None	15 Minutes	PSS staff

	1.1 Update the Property Records and Equipment Monitoring Inventory System (PREMIS) regarding the gate pass through scanning the barcode of the Gate Pass to record the time of receipt of request in and endorse the same to the PSS Head for approval.			
	1.2 Approve Gate Pass	None	5 Minutes	PSS Head
	1.3 Scan the Gate Pass barcode to record the time of approval.	None	2 Minutes	PSS Staff
	1.4 Forward copy of the approved Gate Pass to: a. Original copy – Security Guard b. Duplicate copy – Person who shall take the equipment out of DSWD premises to present to Security Guard On-Duty/Property Officer c. Triplicate – PSS copy	None	5 Minutes	PSS Staff
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2.1 Review the presented property vis-a-vis the duplicate copy of the approved Gate Pass a. With discrepancy – Return gate pass the borrower/person who shall take the equipment out of the DSWD premises and	None	10 Minutes	Security Guard On-Duty



	<p>instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises</p> <p>b. Without discrepancy – Security Guard On-Duty shall sign the gate pass, both the original and duplicate copy, return signed duplicate copy to the borrower/personnel</p>			
	2.2 Scan the barcode of the Gate Pass to record the time of bringing out of the equipment in the PREMIS.	None	2 Minutes	Security Guard On-Duty
3. Upon return of property brought outside the DSWD premises, present to the Security Guard On-Duty signed duplicate copy of gate pass together with the property	<p>3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass</p> <p>a. With discrepancy – Go to AD-PSS and inquire on how to proceed</p> <p>b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return</p>	None	10 Minutes	Security Guard On-Duty
	3.1. Scan the barcode in the Gate Pass to record the time of return of equipment	None	2 Minutes	Security Guard on Duty –

	3.2 Surrender original copies of gate pass for returned property to AD-PSS	None	5 Minutes	Security Guard on Duty
	3.3 Update record of gate pass in PREMIS indicating the actual the date of return of the property	None	10 Minutes	PSS staff
	3.4 File gate pass for safe keeping and future reference	None	10 Minutes	PSS staff
<b>TOTAL:</b>		None	1 HOUR, 16 MINUTES	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for

	<p>information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information	<p>email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p> <p>contact number: <a href="tel:342-5619">342-5619 local 243</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></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 : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 2. Issuance of Property Clearance for Separated Employees

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction :</b>	G2C – Government to Citizen
<b>Who may avail:</b>	<p>Department of Social Welfare and Development (DSWD) Employees who are:</p> <ol style="list-style-type: none"> <li>1. Resigned</li> <li>2. Transferred to other Government Offices</li> <li>3. Non-renewal of Contract</li> <li>4. Terminated</li> <li>5. Retired</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><u>A. Without Property Accountability</u></b> 1. Three (3) copies of Clearance Form  <b><u>B. With Property Accountability</u></b> 1. Three (3) copies of Clearance Form 2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities 3. With request for relief from property accountability due to loss - one (1) copy of COA decision 4. With request for replacement of lost property - One (1) photo copy of request for replacement approved by the Regional Director	<b><u>A. Without Property Accountability</u></b> 1. Personnel Administration Section through PORTAL with prescribed format.  <b><u>B. With Property Accountability</u></b> 1. Personnel Administration Section through PORTAL prescribed format 2. To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format 3. DSWD Commission on Audit without any prescribed format  4. Property and Supply Section without any prescribed format

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request for transfer, resignation/retirement or approved reply letter from HRPPMS 2 months before the effectivity of retirement, 30 days of resignation or transfer	1. Receive and record the submitted duly approved request for transfer, resignation and/or retirement	None	15 Minutes	PSS Staff
	1.1 Review and validate recorded accountability/ies on file using Property Records and Equipment Monitoring Inventory System (PREMIS) and individual folder	None	1 Hour, 30 Minutes	PSS Staff

	<b>1.2 No Accountabilities</b> Process the clearance by affixing initial and forward to the Division Chief for approval  <b>With Accountabilities</b> Inform OBSU of the applicant on the remaining accountabilities to process cancellation of accountabilities through Memorandum	None	15 Minutes	PSS Staff
2. Submit documents and other requirements as proof of cancelled property accountability	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	PSS Staff
	2.1. If property accountability were cancelled, initial clearance and forward to the PSS Head for signature	None	5 Minutes	PSS staff
	2.2. Sign Clearance	None	5 Minutes	PSS Head
	2.3. Scan and record signed clearance in logbook and	None	10 Minutes	Incoming / Outgoing PSS Staff

	forward to the next office concerned			
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	PSS staff
<b>TOTAL:</b>		None	3 HOURS	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>

Contact information	email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> contact number: <a href="tel:342-5619">342-5619 local 243</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
---------------------	---

### 3. PROVISION OF ASSISTANCE TO DISTRESSED REPATRIATED OVERSEAS FILIPINO WORKERS

The provision of financial assistance to distressed repatriated Overseas Filipino Workers is part of the social protection services of the Department. This protective service aims to help them to cope with the difficult situation they are presently experiencing due to their repatriation caused by various emergency situations abroad.

Office or Division:	International Social Services Office - Protective Services Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizens		
Who may avail:	Overseas Filipino Workers who have been repatriated due to unfinished working contract, overstayed, and those who have been victims-survivors of Human Trafficking.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Cash Assistance for other Support Services			
1. Referral Letter		Any from these government agencies handling OFWs (OWWA Caraga, NRCO Caraga, Social Welfare Attache)	
2. Passport of the client		Department of Foreign Affairs (DFA)	
3. Any valid government issued I. D		Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)	
Additional Requirements			

1. Travel Documents				
2. Barangay Certificate of Residency				
<b>Within the Day Transaction</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
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 conduct 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 in the logbook and also picture-taking	None	3minutes	Petty Cash Custodian, CIS Clerk
	9. Client to fill out the monitoring tool on Responsiveness of Service Providers	None	6 minutes	CIS Clerk



	purposely to assess the quality			
<b>TOTAL</b>			<b>Total: 1 hour &amp; 40 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Accomplish the <i>Client Satisfaction Survey Form</i>
How feedbacks are processed	Consolidated every month and forwarded to concerned section
How to file a complaint	Thru 8888 or Client Satisfaction Survey Form
How complaints are processed	Complaints are processed and acted within 24 hours upon receipt
Contact Information	<p><b>International Social Services Office</b>            1<sup>st</sup> 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: <a href="mailto:protective.focrg@dswd.gov.ph">protective.focrg@dswd.gov.ph</a></p> <p>ARTA : complaints@arta.gov.ph            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the                      Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

#### 4. 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 Transaction:	G2C – Government to Citizens			
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	None	3 minutes	PDO I / Regional Systems Focal Person

	Acknowledgement Slip to client once checked  <i>NOTE: Additional documents may be required under special circumstances.</i>			
3. Interview with the Attending staff / Regional Systems Focal Person/s	3. Attending Staff conducts interview with the client/s  3.1 Conduct interview to client/s and records pertinent information 3.2 Answers further queries, issues or concerns	None	5 minutes	<i>PDO I / Regional Systems Focal Person</i>
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	None	5 minutes	<i>PDO I / Regional Systems Focal Person</i>

	acknowledgement receipt as proof that the transaction is successfully done.			
	<b>TOTAL:</b>	<b>No Fees</b>	<b>30 minutes</b>	

### 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 the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 5<sup>th</sup> 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 (<a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Evidence</li> </ul>
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:          Pantawid Hotline - 09658354188          Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                    P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 5. PANTAWID GRIEVANCE INTAKE AND RESPONSE (WALK-IN)

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

The **grievance form** is an instrument where to record valid grievance transactions. It may come in a physical paper or in an electronic form, uploaded in an official website for download, or opened immediately from a website. For quick and easy recording of grievances, the grievance form is designed to record only the type, subtype and details of the grievance in easily understandable codes and keywords. But supporting documents can be requested and attached to the grievance form.

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

<b>Office or Division:</b>	4Ps Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ If 4Ps beneficiary, 4Ps ID;</li> <li>▪ If non-4Ps beneficiary, none.</li> </ul>		Issued by the assigned City/Municipal Link, Community Facilitators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
7. Log-in at the visitors' log book located at the office lobby and present the 4Ps Id if a 4Ps beneficiary.	1.1. Ensure that the client fills out the logbook and direct him/her to the 4Ps Assistance Desk.	None	2 minutes	<i>Guard on duty</i>
6. Proceed to the 4Ps Assistance Desk for verification of identity.	2.1. Receive the client, inquire what the grievance is all about, and verify the identity of the client.  <i>Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.</i>	None	5 minutes	<i>Officer-of-the-Day / Assigned Focal Person</i>
7. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported. Fill out a grievance form.	<b>7.1</b> Encode the grievance correctly and completely in the GRS Information System / Tracker. <b>7.2</b> If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information	None	20 mins.	<i>Officer-of-the-Day / Assigned Focal Person</i>

	<p>System (PPIS).</p> <p><b>7.3</b> Check the supporting documents provided, if available.</p> <p><b>7.4</b> Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the process that will be undertaken in processing the grievance, and inform the client that he / she will be contacted thru his / her mobile number.</p>			
8. None	<p><b>8.1</b> Administer the client Satisfaction Measurement Survey</p> <p><b>8.2</b> Analyze the data and include it in the Client Satisfaction Measurement</p>	None	5 minutes	<i>Officer-of-the-Day / Assigned Focal Person</i>

	Report.			
9. Proceed to the exit area for dismissal.	5.1 Dismiss the client gracefully.  If the grievance is already resolved, proceed to <b>Step 6.1.4.</b>	None	1 minute	<i>Guard on Duty</i>
10. None	6.1. If the grievance is not yet resolved, endorse the grievance to the concerned office (FMD, PSD and/or other Field Office OBSU) for processing and feedback within three (3) working days.	None	7 hours and 7 minutes	<i>Officer-of-the-Day / Assigned Focal Person</i>
	6.1.2. Monitor the status of grievance and receive feedback report from the concerned office.	None	2 working days	<i>Officer-of-the-Day / Assigned Focal Person</i>
	6.1.3. Provide the client an update / feedback about the status of his / her grievance either thru text messaging or phone call.	None	10 minutes	<i>Officer-of-the-Day / Assigned Focal Person</i>
	6.1.4. Update the status of the grievance in the GRS Information System / Tracker.	None	10 minutes	<i>Assigned Focal Person</i>
<b>Total if grievance is resolved outright</b>		<b>None</b>	<b>33 minutes</b>	
<b>Total if grievance is referred to OBSU/s for resolution and feedback is provided to the client.</b>		<b>None</b>	<b>3 working days</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Write your feedback on the services provided through the Client's Satisfaction Measurement 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 Satisfaction Measurement Form to the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 5<sup>th</sup> to 10<sup>th</sup> day of the month, the assigned staff consolidates all accomplished Client's Satisfaction Measurement Forms within the Division and results are reviewed by the Division Chief. Approved monthly consolidation is submitted to the Human Resource and Management Division 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 (<a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> <li>▪ Evidence</li> </ul>
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:          Pantawid Hotline - 09658354188          Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p>ARTA : complaints@arta.gov.ph          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                    P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>
---------------------	---

## 6. DATA RESEARCH REQUEST ON 4PS PROGRAM

The 4Ps Division acts on the requested data research coming from external individuals / groups.

<b>Office or Division:</b>	4Ps Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G or P2G– Government to Government or Private to Government			
<b>Who may avail:</b>	Internal and external clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Letter</li> <li>Template / matrix if necessary</li> </ul>		<ul style="list-style-type: none"> <li>Requesting parties / Researcher(s)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
8. Requesting office / party submit request through the Records Section of the Field Office.	1. Records Section receives and records the incoming document and forward to the Office of the Regional Director	None	5-10 minutes	Records Section

	(ORD) for action.			
NONE	2. The Regional Director reviews the request and routes it to the concerned Policy and Plans Division (PPD) for appropriate action.	None	30 minutes to 1 hour	<i>Office of the Regional Director</i>
NONE	3. Receives, reviews and assesses the research request if the request shall require secondary data or shall undergo the research protocol.	None	30 minutes to 1 hour	<i>Division Chief, Policy and Plans Division (PPD)</i>
NONE	4. DC returns the document with instructions to the administrative staff for tracking and endorse a copy of the request to 4Ps division.	None	5 to 10 minutes	<i>Attending Administrative Staff of PPD</i>

NONE	5. Receives the document and attaches routing slip before endorsing to DC for review and appropriate action.	NONE	1 day	<i>Division Chief / RPC, 4Ps Division</i>
NONE	6. Returns the acted document for tracking purpose and forward it to the concerned focal person.	NONE	5-10 minutes	<i>Attending Administrative Staff of 4Ps Division</i>
NONE	7. Assists the researcher in matters related to the conduct of data-gathering activities with staff or with project beneficiary/ies .	NONE	1-5 working days	<i>Concerned Focal Person/s</i>
NONE	8. Submits feedback reports to PPD – PDPS after the conduct of data-gathering activities for the latter's proper monitoring.	NONE	1-3 days	<i>Concerned Focal Person/s</i>
NONE	9. Participates in exit conferences with the researcher/s and other DSWD staff	NONE	1 day	<i>Concerned Focal Person/s</i>

	involved in data-gathering activities.			
NONE	10. Provide the needed data, inputs to research proposals.	NONE	1-3 days	<i>Concerned Focal Person/s</i>
NONE	11. Coordinate with the researcher/s for the submission of the final research report. 10.1 May create a mechanism such as Desk and Technical Review Panels under the RD-TWG to strengthen the review of research proposals.	NONE	3 working days	<i>PPD – PDPS</i>
NONE	12. Issue a Certificate of Completion to researcher/s who complied with the completion requirements. 11.1 Prepare letters of communication to researcher/s requiring the conduct of research study, to report	NONE	1 day	<i>PPD – PDPS</i>

	any violations or blacklisting.			
NONE	13. Forward a copy of completed research reports to 4Ps Division for their reference and electronic copies to the Policy Development and Planning Bureau (PDPB) at the Central Office.	NONE	1 day	PPD – PDPS
<b>Total</b>		<b>None</b>	<b>18 days, 2 hours and 30 minutes</b>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Write your feedback on the services provided through the Client's Satisfaction Measurement 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 Satisfaction Measurement Form to the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 5<sup>th</sup> to 10<sup>th</sup> day of the month, the assigned staff consolidates all accomplished Client's Satisfaction Measurement Forms within the Division and results are reviewed by the Division Chief. Approved monthly consolidation is submitted to the Human Resource and Management Division 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 (<a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> <li>▪ Evidence</li> </ul>
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:          Pantawid Hotline - 09658354188          Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                    P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 7. 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.

<b>Office or Division:</b>	Crisis Intervention Section - Protective Services Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C-Government to Citizens		
<b>Who may avail:</b>	Individuals and/or families who are indigent, vulnerable, disadvantaged or are otherwise in crisis situation based on the assessment of the Social Worker.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Medical Assistance for Hospital Bill</b>			
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	
<b>Medical Assistance for Medicine/Assistive Device</b>			
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 hospital/clinic	The authorized staff of the 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

<b>Burial Assistance for Transfer of Cadaver</b>	
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
<b>Educational Assistance</b>	
1. Enrolment Assessment Form or Certificate of Enrolment or Registration	Registrar, authorized staff from the school
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
<b>Food Assistance</b>	
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
<b>Cash Assistance for other Support Services</b>	
11. Any valid government issued I. D	Government agencies issuing an identification card (SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)

12. Depending on the circumstances of the client: <ul style="list-style-type: none"> <li>• Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims</li> <li>• Passport/Travel Document (s), Certification from OWWA or any proof of repatriation</li> <li>• Certification/Referral Letter from Social Worker/Case Worker for rescued clients</li> <li>• Police Blotter and Social Worker's Certification or referral letter for victims of On-line Sexual Exploitation of Children (OSEC)</li> </ul>	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	1.1 Determine the assistance needed and screen the completeness of the requirements.  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. 1.3 Forward the client to the assigned Grievance Officer of the Day at the	None	2 minutes	PACC Desk Officer/CIS Staff

	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			
2.Verification on the non-duplication of assistance and fill-out General Intake Sheet	<p>2.1 Validate the client's name into the CrIMS and/or the Regional Clients Database to ensure no 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>	None	3 minutes	CIS Verifier

<p>3. Interview, Assessment and Recommendation</p>	<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 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>	<p>None</p>	<p>25 minutes</p>	<p>Social Worker</p>
--	--	-------------	-------------------	----------------------

<p>4. Picture taking and fill-out Satisfaction Survey</p>	<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 Survey Form.</p> <p>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.</p>	<p>None</p>	<p>3 minutes</p>	<p>CIS Satisfaction Survey Administrator</p>
---	--	-------------	------------------	--

<b>TOTAL</b>	<b>No Fees</b>	<b>33 minutes</b>	
--------------	----------------	-------------------	--

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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. 103 or 241          Telefax: (085) 815-9173          E-mail: <a href="mailto:protective.focrg@dswd.gov.ph">protective.focrg@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every 1<sup>st</sup> 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</p>
How complaints are processed	<p>Complaints received are consolidated every 30<sup>th</sup> day of every month and will be part of the agenda during Section/Division meetings.</p>
Contact Information	<p><b>Crisis Intervention Section</b>          1<sup>st</sup> 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: <a href="mailto:protective.focrg@dswd.gov.ph">protective.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 8. 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.

<b>Office or Division:</b>	Protective Services Division – Adoption Resource and Referral Unite (PSD-ARRU)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction</b>	G2C – Government to Citizens		
<b>Who may avail:</b>	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 within the last three (3) months		Photo printing service provider	
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	



<b>11. For foreign applicant/s</b>				
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	FEE S TO BE PAID	PROCESSIN G TIME	RESPONSIBL E 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	None	6 minutes	AA II-ARRU Clerk/ SWO II/III-ARRU Social Worker
	1.2 The social worker conducts initial interview and		1 hour	SWO II/III-ARRU Social Worker

	provides checklist of requirements and schedule of Adoption Forum			
2. Attendance of the client to the Adoption Forum	2.1 ARRUS 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 - ARRUS 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 ARRUS head review and provide comments on the HSR and other		15 working days  15 working days  5 working days	Prospective Adoptive Parents/ SWO II/III - ARRUS Social Worker/Case Manager  SWO II/III - ARRUS Social Worker/Case Manager  ARRUS Head

	attached documents			
5. Submission of additional documents and information based on the review of the ARRU head	5.1 Revision of HSR		15 working days	Prospective Adoptive Parents/ SWO II/III - ARRU Social Worker/Case Manager
	5.2 Submit the dossier for review by PSD-Division Chief and for eventual approval/ disapproval of the Regional Director		6 working days	
	5.3 If approved; prepare documents and include the applicants in the roster of applicants for matching		3 working days	SWO II/III - ARRU Social Worker/Case Manager
	5.4 Case presentation to the matching conference		1 hour	Case Manager/ Regional Child Welfare Specialist Group (RCWSG)
6. Comply with RCWSG's recommendation and comments	6.1 Submit updated reports and other required documents if there are any.		15 working days	SWO II/III - ARRU Social Worker/Case Manager
	6.2 Facilitate signing of the Matching Certificate by the RCWSG and endorse for approval		3 working days	SWO II- Matching Secretariat

	by the Regional Director 6.3 Inform the applicant on the matching result			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		2 years	SWO II/III - ARRU Social Worker/Case Manager

	Certificate of the Child be issued. 10.2 Provision of Post-adoption Services			
<b>TOTAL</b>		<b>None</b>	<b>2 years, 117 days, 2 hours and 36 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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	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	<b>ARRU Section</b> Protective Services Division 1 <sup>st</sup> 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: <a href="mailto:adoption.focrg@dswd.gov.ph">adoption.focrg@dswd.gov.ph</a>  ARTA- <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> CSC- 0917-839-8272 Para sa taumbAYAN hotline: 8915-2575 8951-2576

	8932-0111 PCC- 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 9. Travel Clearance Issuance for 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.

<b>Office or Division:</b>	DSWD Caraga XIII (MTA-Protective Services Division)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Filipino Minors Travelling Abroad
<b>Issuance of Travel Clearance Certificate</b>	
<b>A. For Minors Travelling Alone to a Foreign Country for the First Time</b>	
1. Duly Accomplished Application Form	Download form at <a href="http://www.caraga.dswd.gov.ph">www.caraga.dswd.gov.ph</a>
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 <b>CENOMAR</b> 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 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)
6. Two (2) original colored passport size photos of the minor (in White, Red or Blue Background) taken within the last 6 months, <b>No Scanned Picture will be accepted</b>	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
<b>For Succeeding Travel of Unaccompanied minor or Travelling Alone</b>	
1. Duly Accomplished Application Form	Download form at <a href="http://www.caraga.dswd.gov.ph">www.caraga.dswd.gov.ph</a>
2. Notarized Affidavit of Consent or Written Consent of both parents/lega 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,	Applicant

Red or Blue Background) taken within the last 6 months, <b>No Scanned Picture is allowed</b>	
5. Unaccompanied Minor Certificate from the Airline	Airline Company
6. Waiver from the parents releasing DSWD from any liability/responsibility in case of untoward incident during the travel of the child	Applicant
<b>B.Minor Travelling for the FIRST TIME with persons other than the Parents or Legal Guardian</b>	
1. Duly Accomplished Application Form	Download form at <a href="http://www.caraga.dswd.gov.ph">www.caraga.dswd.gov.ph</a>
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, <b>CENOMAR</b> 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, <b>No Scanned Picture will be accepted</b>	Applicant
6. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
<b>C. Minors travelling subsequently with a person other than the Parents or Legal Guardian</b>	



1. Duly Accomplished Application Form	Download form at <a href="http://www.caraga.dswd.gov.ph">www.caraga.dswd.gov.ph</a>
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, <b>No Scanned Picture will be accepted</b>	Applicant
5. Photocopy of the passport of the travelling companion	Minor's Travelling Companion
<b>Additional Requirements for Minors Under Special Circumstances</b>	
<b>For Filipino Minors Migrating to Another Country</b>	
1. Visa Petition Approval	Applicant
<b>For Minors studying abroad</b>	
2. Acceptance or Certificate of Enrolment or Registration from the school where the minor is to be enrolled	Applicant
<b>For minors who will attend Conference, Study Tours, Sports Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day and other Related Activities</b>	
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	Sponsoring Organization

list of participants and duration of the activity/travel	
<b>For minors going abroad for Medical Purposes</b>	
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
<b>Minors going Abroad for Inter-Country Adoption</b>	
1. Placement Authority issued by ICAB	Inter-Country Adoption Board (ICAB)
2. Authority to escort issued by ICAB	Inter-Country Adoption Board (ICAB)
<b>Minor under Foster Care</b>	
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
<b>Minors Under Legal Guardianship</b>	
1. Certified True Copy of the Court Order on Legal Guardianship	Court
<b>Minors whose parents are Seafarers</b>	
1. Certification from the Manning Agency attesting to the parents employment	Manning Agency
2. Photocopy of Seaman's Book of the parent/s	Applicant
<b>Minors with alleged missing parent/s</b>	

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		
<b>Within the Day Transaction</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Registration	1.1 Issuance of Service Sequence Number and CSS		5 minutes	Officer of the Day/Security Guard
2.Screening of documents	2.1 Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply		10 minutes	Social Worker
3.Interview and Assessment	3.1 Social Worker interviews and conducts assessment of the application  3.2 Recommends for the approval or disapproval of the application to the Signing Authority		1 hour	Social Worker
4. Review and Approval of Application	4.1 Approves/Disapproves the application  4.1a. If Approved:		2 hours	Division Chief Social Worker

	<p>Issuance of claim stub schedule of release (Minimum of 1 day processing and maximum of 3 days processing)</p> <p>4.1b. If Disapproved</p> <p>4.2 Counseling and Explanation of the reason for disapproval of application</p> <p>4.3 Notify the nearby DSWD Field Offices</p> <p>4.3a. If exempted, Prepares the Certificate of Exemption for Approval of the Regional Director</p>		<p>10 minutes</p> <p>30 minutes</p> <p>20 minutes</p>	
<p>5.Payment of:</p> <p>Php. 300.00 for 1 year validity;</p> <p>Php.600.00 for 2 years validity</p>	<p>5.1 Receives and Issues Official Receipt to the Applicant on the Payment Received</p>	<p>Php. 300.00 for 1 year validity;</p> <p>Php 600.00 For 2 years validity</p>	<p>30 minutes</p>	<p>Cashier</p>
<p>6.Preparation of Travel Clearance</p>	<p>6.1 Encodes/Type the details of the Applicant to the Travel Clearance Certificate</p>		<p>10 minutes</p>	<p>Admin. Clerk</p>
<p>7. Approval of the Regional Director</p>	<p>7.1 Signs/Approves the Application or Certificate of Exemption for Exempted Applicants</p>		<p>2 hours</p>	<p>Regional Director</p>

8. Issuance of Travel Clearance/Certificate of Exemption	8.1 Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption and collect the filled-out CSS		5 minutes	Social Worker
<b>TOTAL</b>		<b>P 300-600.00</b>	7 hours	

\*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.

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Client will provide feedback through Client Satisfaction Survey Form (CSS) after the release of Blue Card
How feedback are processed	Section Clerk will consolidate CSS monthly and to be approved by DC. Then, the CSS monthly report of the division will be forwarded to HRMD
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 for MTA, the Focal Person or the concern SW will answer the said complaint/s.  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: <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a>  ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

## 10. RECOVERY AND REINTEGRATION PROGRAM FOR TRAFFICKED PERSONS (RRPTP)

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 Division:	Recovery Reintegration Program For Trafficked Persons	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who May Avail:	<ul style="list-style-type: none"><li>• TIP Victim-Survivors</li><li>• Families of the victim-survivor of trafficking</li><li>• Witnesses of cases of human trafficking</li></ul>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Medical Assistance:</b> 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		

55

2 photocopy of valid ID (original ID must be presented upon claiming the assistance)		Agency issued ID		
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of trafficking:</b> 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		
<b>Provision of Temporary Shelter</b> Victims-survivors of trafficking may be placed in DSWD run/registered, licensed and accredited residential care facilities for protective custody.		DSWD		
<b>Support for Victim-survivors/Witness and Transportation Assistance</b>  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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Victim-survivors of Trafficking reached out, referred to by the RRPTP Social Worker</b>  <b>*Log name in the RRPTP Customer's Logbook</b>	<b>Log name in the visitor's Log Book</b>  1.1 CBSU clerk refers the client to RRPTP social worker for the routing of concern to the specific program.  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	NONE	5 minutes	<b>Security Personnel On-duty</b>  <b>Administrative Assistant</b>
<b>2. Inquire and request for an assistance</b>	<b>The Social Worker Conducts Interview</b>	NONE	15 Minutes	



<b>*Respond /answer with the interview of the Social Worker (Intake Sheet and SCSR)</b>	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.			<b>RRPTP Social Worker</b>
	<b>Provide psychosocial counseling to alleviate distress and ensure that the government will provide assistance.</b>	<b>NONE</b>	<b>30 Minutes</b>	<b>RRPTP Social Worker</b>
	<b>The Social worker conducts assessment and based on the assessment, decides with the client what services can be provided under RRPTP.</b>	<b>NONE</b>	<b>30 minutes</b>	<b>RRPTP Social Worker</b>
	<b>If need of protective services thru temporary shelter, social worker shall refer the client to the respective residential care facility.</b>	<b>None</b>	<b>30 minutes</b>	<b>RRPTP Social Worker</b>
	<b>The social Worker provides a list of documentary requirements depending on the assistance to be provided.</b>	<b>None</b>	<b>15 minutes</b>	<b>RRPTP Social Worker</b>
<i>(After complying the needed requirements)</i> <b>Client submit requirements based on the needed services</b>	<b>Checking of the authenticity and completeness of presented documentary requirements (using RRPTP Verification Slip and Checklist of Requirements)</b>	<b>None</b>	<b>10 minutes</b>	<b>RRPTP Social Worker</b>
<b>The client will answer the Hand aka Bang Magnegosyo questionnaire</b>	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.	<b>None</b>	<b>15 days</b>	<b>RRPTP Social Worker and SLP Personnel</b>

<b>and project proposal.</b>	(Provision of Educational and Livelihood Assistance)  a. Hot meals b. Medical c. Education d. Transportation e. Livelihood  <b>For the livelihood assistance, the RRPTP Social Worker will forward the documents to the Sustainable Livelihood Program or the concerned LGUs for further assessment.</b>			
	<b>The social worker prepares voucher and a Social Case Study Report of the TIP victim-survivor and approved by the Regional Director/Authorized Signatory.</b>	<b>None</b>	<b>3 working days</b>	<b>RRPTP Social Worker</b>
	<b>Protective Services Division Chief, Budget Officer recommend the provision of assistance for the approval of the Regional Director</b>	<b>None</b>	<b>2 working days</b>	<b>Unit Head or Division Chief and Budget Officer</b>
	<b>Sign/Approve the voucher</b>	<b>None</b>	<b>2 working days</b>	<b>Regional Director</b>
<b>Attend case conference together with MSWDO or MSWD Social Worker</b>	<b>Process the release of assistance.</b>  -Turn-over of assistance and conduct of case conference together with the P/C/MSWDO and the client - In the cases where the services needed are beyond the Department's program, SW coordinates with other partner agencies through telephone or referral letter.	<b>None</b>	<b>2 working days</b>	<b>RRPTP Social Worker</b>
<b>Answer the customer</b>	<b>Facilitate the Customer Satisfaction Survey Form</b>	<b>None</b>	<b>10 minutes</b>	<b>Administrative Assistant</b>

<b>satisfaction Survey form</b>				
<b>TOTAL</b>		<b>NONE</b>	<b>24 days 2 hours and 25 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 <sup>st</sup> 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	<b>Ms. Bernape C. Bantayan</b> SWO II/RRPTP Focal 0918-947-3954 <a href="mailto:blairebantayan@gmail.com">blairebantayan@gmail.com</a> Through Telephone No. 085-342-5620/19 Email Address: <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>

	Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 11. PROVISION OF ON-SITE DIRECT RELEASE OF STIPEND FOR SOCIAL PENSION 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.

<b>Office or Division:</b>	Protective Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Social Pension Beneficiary and/or Authorized Representative
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal</b>	
OSCA I.D. or any valid government-issued I.D. (1 original)	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)
<b>Authorized Representative for Bedridden, Frail, Sickly or with Disability</b>	

Standard form of Authorization or Pagtugot from the OSCA/LSWDO with original signatures (1 original)	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)
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
<b>Nearest Kin of the Deceased Beneficiary</b>	
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 ID (1 photocopy and 1 original copy)		OSCA, Pag-IBIG, LTO, BIR, PhilHealth, 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
<b>TOTAL:</b>		None	5 minutes	

## VI. FEEDBACK AND COMPLAINTS

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 5<sup>th</sup> 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"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> <li>▪ Evidence</li> </ul>
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 of the complaint.</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:</p> <p>SPPMO Hotline - 09094522711</p> <p>SPPMO e-mail address – <a href="mailto:focrg.socialpension@gmail.com">focrg.socialpension@gmail.com</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>



	PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	--

## 12. PROVISION OF CENTENARIAN GIFT TO ELIGIBLE CENTENARIAN

<b>Office or Division:</b>	Protective Services Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who May Avail:</b>	Centenarian Applicants and/or their Authorized Representatives	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Primary Documents (Any 1 of the following)</b>		
1. Registered Birth Certificate		PSA / Local Registrar
2. Philippine Passport		DFA
3. Senior Citizen's Identification Card issued by OSCA		OSCA
4. Any other Philippine Government -issued ID (at least 1)		Any Government Agency
<b>Secondary Documents (Any 2 of the following)</b>		
1. Registered Marriage Certificate issued by PSA		PSA / Local Registrar
2. Registered Birth Certificate of Children (At least 2 Children)		PSA / Local Registrar
3. Affidavit executed by Two (2) Disinterested Persons (At least 80 years old and above)		Notary Public Lawyer
4. Old School Records or Employment Records showing date of birth of the Centenarian Applicant		School / Employer
5. Certified Baptismal and/or Confirmation Certificate / Records		Church
<b>Additional Supporting Documents (Upon completion of the above)</b>		
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
1. Inquire about Centenarian Program	1. CBSS Clerk lets the client log in the logbook for reference.	None	2 minutes	CBSS Clerk
	2. Clerk refers the Client to appropriate Focal Person/ Social Worker	None	1 minute	CBSS Clerk
	3. Focal Person/ Social Worker conducts interview and assessment to client and referring party	None	15 minutes	Focal Person/ Social Worker
	4. Focal Person/ Social Worker provides Checklist of Requirements to Client	None	2 minute	Focal Person/ Social Worker
	Total		20 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

	ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

### 13. 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		1.Local Social Welfare and Development Office or Head of Non-government organization	
2. Social Case Study Report (SCSR)		2. Licensed Social Worker from any government/non-government welfare agencies	
3. Birth Certificate		3. Philippine Statistics Authority	
4. Medical Records		4. Attending Physician from a hospital/clinic	
5. Court Related Documents		5. Department of Justice/Regional Trial Court	
6. PNP Related Document		6. Philippine National Police	
7. School Records (if any)		7. School last attended	
8. RT-PCR / Antigen Test Result			

		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 pre-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 based on the intervention/ rehabilitation plan	None	Monthly	Multi-Disciplinary Team Members

	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 of 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
<b>Total Processing Time</b>			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	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. 115 Telefax: (085) 815-9173 E-mail: <a href="mailto:hfg.focrg@dswd.gov.ph">hfg.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> 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            1<sup>st</sup> 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: <a href="mailto:hfg.focrg@dswd.gov.ph">hfg.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                  P 5.00 + VAT per call anywhere in the                  Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

#### 14. 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.

<b>Office or Division:</b>	Protective Services Division: RRCY
<b>Classification:</b>	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 (Not required) 2. Social Case Study Report (SCSR) 3. Birth Certificate 4. Medical Records 5. Commitment Order 6. PNP Related Document (Not required) 7. School Records 8. RT-PCR/ANTIGEN 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/any accredited testing center		
Within Eleven 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, psychological, 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
<b>Total</b>		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	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. 115 Telefax: (085) 815-9173 E-mail: <a href="mailto:rrcyaraga2020@gmail.com">rrcyaraga2020@gmail.com</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 (Table 1)
How complaints are processed	Complaints received are consolidated every 30 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Center-Based Section</b>            1<sup>st</sup> 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><b>RRCY</b>            Prosperidad, Agusan del Sur            E-mail: <a href="mailto:rrcyaraga2020@gmail.com">rrcyaraga2020@gmail.com</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the                      Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 15. Processing of Supplementary Feeding Program Implementation

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

The Supplementary Feeding Program under the Protective Services Division (PSD), renders efficient, effective and timely processing of the submitted documents. The basis of this procedure is governed by the issuance of MC03 Series of 2019 "Revised Procedure on the implementation of the Supplementary Feeding Program Based on the Amended Administrative Order No.04, series of 2019". 911

<b>Office or Division:</b>	Protective Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government Employee Government to Business Entities			
<b>Who may avail:</b>	Local Government Unit Staff/Focal Persons, Child Development Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly signed Memorandum of Agreement		Local Government Unit (Office of the Mayor/ C/MSWDO)		
2. Duly signed Project Proposal		Local Government Unit (Office of the Mayor/ C/MSWDO)		
3. Weight Monitoring Report (Form 3.A)		C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
4. Masterlist of Beneficiaries (Form 2.A)		C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
5. Masterlist of Child Development Centers (Form 2.B)		Local Government Unit (C/MSWDO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submit complete required documents	1. Review all submitted documents  1.1 Receive and log all required documents submitted by the client  1.2 Forward received documents to the SFP Focal Person	None	10 minutes	<i>Supplementary Feeding Program Administrative Assistant II</i> Supplementary Feeding Program
2. Processing of Application/ Availment of the	2. Receive the required documents  2.1 Counter sign	None	15 minutes	<i>Supplementary Feeding Program Focal Person</i> Supplementary Feeding

Supplementary feeding Program	and endorse reviewed documents to Protective Services Division Chief			Program
	2.2 Sign and endorse reviewed documents to the Assistant Regional Director for Operation (ARDO) for the Recommending Approval	None	8 hours	<i>Protective Services Division Chief</i> Protective Services Division
	2.3 Sign and endorse reviewed documents for the Approval of the Regional Director	None	1 day	<i>Assistant Regional Director for Operation.</i>
3. Approval of Application/ Availment of the program	3. Sign and approves all the recommended & required documents  3.1 Return the approved documents to the program handler	None	3 days	<i>Regional Director</i>
4. Processing the program implementation	4. Receive and log all approved documents from the Regional Director  4.1 Notify and forward necessary documents (Approved	None	15 mins	<i>Supplementary Feeding Program Administrative Assistant II</i> Supplementary Feeding Program

	Project Procurement Management Plan PPMP, Request Issuance Slip (RIS), Terms of Reference (TOR) and Item Specifications) to Bids and Awards Committee (BAC) Secretariat			
	4.2 Receive approved and necessary documents	None	15 minutes	<i>Bids and Awards Committee (BAC) Secretariat Bids and Awards Committee (BAC)</i>
	4.3 Start of Bidding process for the procurement process of the Supplementary Feeding Program food items:  4.3.a Successful Bidding  4.3.b Failure of Bidding/ Reposting	None	28 days  60 days	<i>Bids and Awards Committee (BAC) Chair,  Technical Working Group (Program Focal) &amp; Procurement Officer</i>
5. Program Implementation	5. Conduct of actual delivery of food items to the recipient LGU	None	1 day	<i>Awarded Supplier</i>
	5.1 Conduct of delivery inspection of delivered food items  5.2 Receiving and signing of inspection and acceptance	None	1 day	<i>SFP Inspector/ LGU inspector  LGU SFP Focal Person</i>



	report			
--	--------	--	--	--

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Client Satisfaction Survey/Feedback
How feedbacks are processed	Consolidated per Post *Used for further improvements of service
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaints are processed	Concerned office/staff are requested for a report regarding the concern within 1 day upon receipt of the complain
Contact Information of ARTA & CSC	<p><b>ANTI-RED TAPE AUTHORITY</b>            Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>            Website: <a href="http://www.arta.gov.ph">www.arta.gov.ph</a>            Facebook: Anti-Red Tape Authority            Twitter: @ARTAgovph            Instagram: @ARTAgovph</p> <p>Civil Service Commission            Telephone: 931-7935/ 931-7939/ 931-8092            Email: <a href="mailto:cscphil@csc.gov.ph">cscphil@csc.gov.ph</a>            Website: <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></p> <p>ARTA : complaints@arta.gov.ph            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

Office	Address	Contact Information
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT Caraga	R. PALMA ST. CAPITOL DRIVE , BUTUAN CITY, AGUSAN DEL NORTE	Hotline Number/s Telephone: (085) 342-5619 to 20 (085) 815-9173  Email: focrg@dswd.gov.ph

## 16. IMMERSION OUTREACH PROGRAM/GOVERNMENT INTERNSHIP PROGRAM

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

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

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

	1.2 Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.			
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
<b>TOTAL</b>		No fees	6 days	
<b>Release of Stipend</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Daily Time Record			Client	
Accomplishment Report			Client	
Photo Documentation			Client	
Feedback Form			LSWDO/Division/Unit Assigned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.  2.2 Facilitate filling-out of client satisfaction survey/feedback	None	10 minutes	Youth Focal Person
<b>TOTAL</b>		<b>No fees</b>	<b>7 days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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  ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the

	Philippines via PLDT landlines
Email	: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>
Facebook	: <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>
Web	: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

## 17. 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	5. 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
	5.2 Forward to Protective Services Division Chief for Approval	None	20 minutes	Protective Services Division Chief
	5.3 Forward to Assistant Regional Director for Administration (ARDA) for Approval of RIS.	None	2 hours	Assistant Regional for Administration
6. 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	7. Provide Gatepass	None	10 minutes	Sectoral Section Administrative Aide IV
<b>TOTAL</b>		0	5 hours and 5 minutes	
<b>FOR HEARING AIDS and PROSTHESIS</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 Survey/ Feedback.	2. Photocopy voucher and log transaction.	None	20 minutes	Sectoral Section Administrative Aide IV
<b>TOTAL</b>		<b>No Fees</b>	<b>7 days</b>	

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  ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

## 18. 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.

<b>Office or Division</b>	Protective Services Division- Adoption Resource and Referral Unit	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2G-Government to Government, G2C-Government to Citizens	
<b>Who may avail</b>	Prospective Foster Family/Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Child's Requirements</b>		
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
<b>Prospective Foster Family Requirements</b>	
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
	1.2 Assist client to any Social Worker in ARRU	None	1 minutes	AA II- ARRU Clerk
	1.3 Conduct initial interview to the client	None	30 minutes	SWO II/III-Foster Care Social Worker
	1.4 Provide applicants the checklist of requirements	None	5 minutes	SWO II/III-Foster Care Social Worker
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	4.1 Assess foster family by conducting home visits and interviews and gather	None	2 weeks-1 month	SWO II/III-Foster Care Social Worker

by the Social Worker assigned	collateral information for Home Study Report  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 ARRU Head review and provide comments for the enhancement of the HSR	None	1 day	ARRU Focal Person
	5.3 Revise Home Study Report and endorse back to ARRU Head	None	3 working days	SWO II/III-Foster Care Social Worker
	5.4 Submit Final report to PSD Chief	None	1 day	PSD Chief
	5.6 Endorse the final HSR to Regional Director	None	1 day	AA III- PSD Clerk
	5.7 Approval of Home Study	None		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
		None	30 minutes to 1 hour	
		None		

	7.3 Case presentation by the case managers  7.4 Deliberation of the case		30 minutes- 1 hour	SWO II/III-Foster Care Social Worker Child Welfare Specialist Group Members
	7.5 Facilitate the signing of matching conference result 7.6 Facilitate Signing of Matching Resolution  7.7 Endorse the matching result to PSD Chief  7.8 Approved matching result	None  None  None  None	10 minutes  15 minutes  1 day  30 minutes	SWO II-Regional Matching Conference Secretariat   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

<b>TOTAL</b>		<b>1 Year, 1 month, 15 days, 13 hours and 35 minutes</b>	
--------------	--	--	--

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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	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	<b>ARRU Section</b> Protective Services Division 1 <sup>st</sup> 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: <a href="mailto:adoption.focrg@dswd.gov.ph">adoption.focrg@dswd.gov.ph</a>  ARTA- <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> CSC- 0917-839-8272 Para sa taumBAYAN hotline: 8915-2575 8951-2576 8932-0111 PCC- 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the



	Request the client to register in the Walk-In Clients Logbook			or Field Project Development Officer
	1.3 Issue SLP Walk-In Client Slip to client/s in order to certify his/her appearance at the SLP RPMO  Request the client to fill up the Client Satisfaction Measurement Report Form		20 minutes	Client and RPMO Project Development Officer or Field Project Development Officer
Assess/Validates Participants Eligibility  <i>(walk-in client, referrals and other means of endorsement)</i>	1.4 Acknowledge upon receipt of referrals from SLP NPMO, PCC, 8888, OP and other institutions.	Not Applicable	1 hour	Regional Program Coordinator  RPMO Project Development Officer or Field Project Development Officer
	1.5 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	Not Applicable	20 minutes	RPMO Project Development Officer
	1.6 Provide list of name/s for name matching to Listahanan – NHTU and Pantawid Database	Not Applicable	Pantawid 1 day  Non-Pantawid 2 days	RPMO Project Development Officer or Field Project Development Officer  Pantawid  Listahanan
Endorsement Process	1.7 Endorse to Provincial Offices for appropriate action, <i>All Client/s with POOR status result and PANTAWID members shall proceed to Track Selection, Social Preparation and Resource Mobilization</i>	Not Applicable	50 minutes	RPMO Project Development Officer

	<p><i>However, the following should be considered If the results of the clients on the NHTU is no name match:</i></p> <p>a.) Conduct home visitation for Administration of HAF or SLP Means Test</p> <p>b.) Administration of Livelihood Assessment Form (LAF) and SLP orientation</p>			
			1 day	Field Project Development Officer
			1 day	Field Project Development Officer
	<p>1.8 Inform the client/s on the result of the Listahanan Name Matching</p> <p><i>All clients with Listahanan non-poor results</i></p> <p>Provide endorsement letter to concern stakeholders for those client/s who are not qualified to avail the program</p>	Not Applicable	1 hour	RPMO Project Development Officer  Provincial Coordinator  Partnership Officer/s



Conduct of Social Preparation	<p>2.1 Qualified individual/s will undergo Orientation on Social Preparation stages;</p> <p>A.) Conduct Capacity Building</p> <p>B.) Provide results on the conducted Sustainable Livelihood Analysis (SLA), and SWOT analysis</p> <p>C.) Undergo Track Selection, client/s will show their interest, strength and weaknesses, so that they can identify the suitable track for them</p> <p>D.) Conduct of Micro – Enterprise Development Training (MD) or Basic Employment Skills Training</p>	Not Applicable	3 days	Client and Field Project Development Officer
Project Identification	2.2 Gather the final project identified by the individual participant in preparation for the Project Proposal making activity	Not Applicable	1 day	Field Project Development Officer
Project Proposal Preparation	<p>2.3 Prepare and submit the Modality Application form and the Mungkahing Proyekto along with the complete details of the Enterprise</p> <p>a. Business Name</p> <p>b. Cost of initial capital investment</p> <p>c. List of raw materials with price</p> <p>d. List of building/infrastructure materials for the project</p>	Not Applicable	1 day and 4 hours	Program Participants

	2.4 Assess the feasibility of the proposed project  <i>If the project proposal is complete, proceed to the next process, if not, return it to the participant for revision</i>		1 day	Provincial Coordinator  RPMO Project Development Officer  Regional Review Committee (RRC)
Resource Mobilization Stage  Project proposal review, approval and funding	3.1 Processing of the approved project proposal for funding  <i>The proposal has been approved by the RD and forwarded to FMD</i>	Not Applicable	3 days	Field Project Development Officer  Provincial Coordinator  Regional Program Coordinator  Budget Officer  Division Chief  Regional Director
	3.2 Notify the program participant/s regarding the status of their request.	Not Applicable	1 day	Field Project Development Officer
	<b>TOTAL</b>		<b>15 days</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients answer the Client Satisfactory Feedback (CSF) Form and drop it at the drop box.
How feedbacks are processed	<ul style="list-style-type: none"> <li>• Every Friday, all CSF Forms will be validated and recorded by the GRMU Unit Head;</li> <li>• Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion;</li> <li>• Feedbacks will be relayed to the concerned client;</li> <li>• For inquiries and follow-ups, clients may contact the GRMU Unit through landline 8951-2806 or email at <a href="mailto:livelihood@dswd.gov.ph">livelihood@dswd.gov.ph</a></li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Officer of the day will conduct initial interview to the client and the client will fill-out the Grievance Form and will be classified if it is technical or highly technical.</li> </ul>

How complaints are processed	<ul style="list-style-type: none"> <li>• Walk-in Client: Writing formal letter to the client through email or courier service;</li> <li>• From Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions: Response letter to the endorsee, briefer for the Secretary (as necessary), and writing a formal letter to the client through email or courier service;</li> <li>• From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback</li> </ul>
Contact information	<p><b>DSWD Central Office</b></p> <ul style="list-style-type: none"> <li>• Twitter - @DSWDserves</li> <li>• Facebook – Department of Social Welfare and Development •</li> <li>Email – <a href="mailto:inquiry@dswd.gov.ph">inquiry@dswd.gov.ph</a></li> <li>• Trunkline (Main Office) – (02) 9318101 to 07</li> <li>• Address – IBP Road, Batasan Complex, Constitution Hills, 1126 Quezon City</li> <li>* website: <a href="http://www.dswd.gov.ph">www.dswd.gov.ph</a></li> </ul> <p><b>SLP – NPMO</b></p> <p><b>Telephone:</b> 895-128-06 931-81-01 Local 332</p> <p>Telefax (02) 951-28-06</p> <p>Email Address: <a href="mailto:livelihood@dswd.gov.ph">livelihood@dswd.gov.ph</a></p> <p>Facebook: <a href="https://www.facebook.com/sustainablelivelihoodDSWD">@sustainablelivelihoodDSWD</a></p> <p>Twitter: <a href="https://twitter.com/livelihooddswd">@livelihooddswd</a> <a href="https://twitter.com/Sulongkabuhayan">#Sulongkabuhayan</a></p> <p><b>DSWD Field Office Caraga</b></p> <ul style="list-style-type: none"> <li>• Facebook – DSWD Caraga</li> <li>• Email – <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a></li> <li>• Address – R.Palma St. Butuan City, Agusan del Norte</li> <li>* website: <a href="http://www.caraga.dswd.gov.ph">www.caraga.dswd.gov.ph</a></li> </ul> <p><b>SLP-RPMO</b></p> <ul style="list-style-type: none"> <li>• Telephone: (085) 342-56-19</li> <li>• Email – <a href="mailto:livelihoodcrg@dswd.gov.ph">livelihoodcrg@dswd.gov.ph</a></li> <li>• Address – R.Palma St. Butuan City, Agusan del Norte</li> </ul> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 20. 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"><li>Government to Client (G2C)</li><li>Government to Government (G2G)</li></ul>		
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 <b>Accomplished Application Form</b> signed by the Agency Head or his/her authorized representative		<ul style="list-style-type: none"><li>DSWD Field Office Caraga - Standards Section</li><li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-001: Application Form</li></ul>	
2. One (1) <b>Certified True Copy of Certificate of Registration and Articles of Incorporation and By-laws with the SEC</b> or other regulatory government agency which has jurisdiction to regulate the applicant, if new application <b>*Not applicable to Government Agencies.</b>		<ul style="list-style-type: none"><li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	
3. One (1) <b>Photocopy of Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC</b> 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.		<ul style="list-style-type: none"><li><b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li><li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li></ul>	

<p><b><i>*Not applicable to Government Agencies.</i></b></p>	
<p>4. One (1) <b>Original Copy of Project Proposal</b> approved by the Head of Agency on the intended public solicitation activity including the <b>work and financial plan (WFP)</b> on the activity to be undertaken.</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-002: Project Proposal</li> </ul>
<p>5. One (1) <b>Original Copy of Profile of current Governing Board Members</b> or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer. <b><i>*Not applicable to Government Agencies.</i></b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-003: Profile of Governing Board</li> </ul>
<p>6. One (1) Original Copy of <b>Notarized Written Agreement or any similar document</b> signifying the intended beneficiary concurrence as recipient of the fundraising activities.</p>	<ul style="list-style-type: none"> <li>• with intended beneficiary/recipients</li> </ul>
<p>7. One (1) Original Copy of <b>Endorsement or Certification</b> from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable:</p> <p>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</p>	<ul style="list-style-type: none"> <li>• with the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>8. One (1) Original Copy of <b>Fund Utilization Report (DSWD-SB-PSF-007)</b>, of proceeds and expenditures duly certified by the agency's auditor/bookkeeper, if applying for renewal of permit/authority</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-007: Fund Utilization Report</li> </ul>

<b>B. For individual soliciting funds for child/relative suffering from chronic diseases that requires long-term and/or expensive medication</b>	
1. One (1) <b>Original Copy of Endorsement or Certification from Licensed and Accredited SWDA</b> allowing an individual to solicit funds under their name or responsibility	<ul style="list-style-type: none"> <li>DSWD Licensed or Accredited Social Welfare and Development Agency (SWDA)</li> </ul>
2. One (1) Original Copy of <b>Applicant's Social Case Study Report</b> 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"> <li>Office of the City/Municipal Social Welfare and Development in the City/Municipal Local Government Unit of applicant's current residence</li> </ul>
3. One (1) Copy of <b>Original/Certified True Copy of Medical Certificate/Abstract and/or Treatment Protocol</b> certified by the attending physician or by the Hospital Records Section	<ul style="list-style-type: none"> <li>Hospital's Records Section or Attending Physician or Treatment Protocol</li> </ul>
4. One (1) <b>Original Copy of Fund Utilization Report (DSWD-SB-PSF-007)</b> , 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"> <li>Applicant</li> </ul> <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> DSWD-SB- PS-F-007: Fund Utilization Report

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b>  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
<b>STEP 2:</b>  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
<b>STEP 3:</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit/file application documents	<p><b>If Complete and Compliant:</b></p> <p>1.1 Receive the documentary requirements including copy of Official Receipt (OR) for payment of processing fee;</p> <p><b>If found incomplete or non-compliant,</b></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>	None	*15 minutes	Focal Person - Standards Section - DSWD Field Office
<p><b>STEP 4:</b></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><b>STEP 4:</b></p> <p>Wait for the result of the assessment</p>	<p>1.1 <b>If applicant is compliant to requirements:</b></p> <p>Forward application form together with the assessment report and the Certificate of Authority to</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>Conduct Regional Fund Raising Campaign to the Regional Director or his/her authorized representative for approval and signature.</p> <p><b>If found incomplete or non-compliant:</b></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>			
<b>STEP 5:</b> 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</p>	None	1 day	Focal Person - Standards Section - DSWD Field Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and utilization of solicited funds			
<b>TOTAL</b>				
<b>For Complete and Compliant:</b>		<b>₱500.00</b>	<b>7 working days</b>	
<b>If Disapproved:</b>		<b>₱500.00</b>	<b>5 working days</b>	
<b>For Incomplete Submission:</b>		<b>None</b>	<b>30 minutes</b>	

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

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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> 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:  <b>Standards Section</b> 2 <sup>nd</sup> 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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a>

	ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	--

## 21. 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 <b>only in one</b> (1) region)
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"> <li>DSWD Field Office Caraga - Standards Section</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 1. DSWD-RLA-F001 Application Form for Registration</li> </ul>
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	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>

<p>secured due to current situation, the FO-SS or SB shall instead require the applicant SWDA to secure and submit the <b>Annex 30. DSWD-SB-RLA-FO30 Undertaking during State of Calamity/Emergency</b> 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.</p> <p>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.</p>	
<p>3. One (1) Copy of any of the following:</p> <ul style="list-style-type: none"> <li>• Handbook or Manual Operations of its programs policies and procedures to attain its purposes</li> <li>• Brochure</li> <li>• Duly signed Work and Financial Plan for at least two (2) years</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 5. DSWD-RLA-F005 Brochure">https://www.dswd.gov.ph/downloads-2/Annex 5. DSWD-RLA-F005 Brochure</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan">https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
<b>STEP 1:</b> 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
<b>STEP 2:</b> 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 <b>filing code</b> 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	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
	for applicant/ Organization's compliance.			
<b>STEP 3:</b> 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
<b>STEP 4:</b> 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)
<b>Step 5:</b> 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)
<b>STEP 6:</b> Issuance of Registration Certificate and Preparation of Confirmation Letter	1.2 Once the applicant Organization satisfies the prescribed requirements, the Technical Staff assessing the documents shall prepare the Confirmation Report and the Draft Certificate of Registration.	None	3 hours	Technical Staff Standards 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)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstance)	PERSON RESPONSIBLE
	Approval and Signing of Registration Certificate	None	5 hours	Regional Director (Field Office)
<b>STEP 7:</b> 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)
<b>TOTAL</b> <b>For Complete and Compliant:</b>		<b>₱1,000.00</b>	<b>2 days or 16 hours and 20 minutes</b>	

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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	<b>Standards Section</b> 2 <sup>nd</sup> 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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a>

	ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 22. 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 <b>only in one</b> (1) region)
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"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>DSWD Field Office Caraga - Standards Section</li> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 2. DSWD-RLA-F002 Application Form for Licensing</li> </ul>
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 22. DSWD-RLA-F022 Profile of Employees</li> </ul>



<p>Employees and volunteers whichever is applicable</p> <p>b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</p> <p>c. Profile of Board of Trustees</p> <p>d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)</p> <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 <b>Annex 30. DSWD-SB-RLA-FO30 Undertaking during State of Calamity/Emergency</b> 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.</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"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 4. DSWD-RLA-F004 Manual of Operation</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 21. DSWD-RLA-F021 Profile of Governing Board</i></li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> <li>• Board resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> <i>Annex 9. DSWD-RLA-F009 Work and Financial Plan</i></li> </ul>
<p><b>3. ADDITIONAL REQUIREMENTS</b></p> <p>a. <b>Basic Documents</b></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. <b>For Applicant SWA's implementing Child Placement Services</b>        Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. <b>Documents Establishing Corporate Existence and Regulatory Compliance</b></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 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 (Residential and Non-Residential Based)</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>  <i>Annex 7. DSWD-RLA-F007 List of Main and Satellite Office</i></li> <li>• Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>  <i>Annex 22. DSWD-RLA-F022 Profile of Employees</i></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a>  <i>Annex 23. DSWD-RLA-F023 ABSNET Active Membership</i></li> </ul>
---	--

Copy of the valid safety certificates namely: a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)  b. Fire Safety Inspection Certificate  c. Water Potability Certificate or Sanitary Permit  3. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.  4. For applicant with past and current partnership with the DSWD that involved transfer of funds  a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation		<ul style="list-style-type: none"> <li>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> <li>DSWD Central Office – Financial and Management Service IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Government Agency where the Organization implemented or implements projects and programs.</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> 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)
<b>STEP 2:</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
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.	1.5 Receive the documentary requirements and provide the applicant organization with the checklist of completed requirements with <b>filing code</b> for easy tracking and reference.  1.6 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)
<b>STEP 3:</b> 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)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	Cashier /Cash Section-DSWD FO Caraga
<b>STEP 4:</b> 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)
<b>Step 5:</b> 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)
<b>STEP 6:</b> 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"> <li>i. Applicant must be engaged mainly or generally in Social Welfare and Development Activities.</li> <li>ii. In case a <b>new applicant SWDA</b> applying to operate a residential care facility, the applicant must establish the need for a residential facility serving a particular sector and the absence of related facility</li> </ul>	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>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> <p>v. The SWDA must have a financial capacity to</p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	<p>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><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p>1.2.1 <b>If complete and compliant</b>, 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 <b>If found incomplete or non-compliant</b>, 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>			
<b>STEP 7:</b> Confirm the Availability on the proposed Validation	For those with requirements that are complete and compliant,	None	*30 minutes	Technical Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Visit/Online Virtual assessment	Confirmation of Validation Visit/Online virtual assessment.			(Standards Section- Field Office)
<b>STEP 8:</b> 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 <b>DSWD-SB-RLA-FO31 Data Privacy Consent</b> 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>			
<b>Step 9:</b> 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)
<b>STEP 10:</b> 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)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.  1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.		Favorable; 3 working days  Unfavorable; 2 working days	Regional Director (Standards Section- Field Office)  Support Staff (Section- Field Office)
<b>STEP 11:</b> 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)
<b>TOTAL</b>				
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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number for Standards Section, to wit:</p> <p><b>Standards Section</b>            2<sup>nd</sup> 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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a></p> <p>ARTA : complaints@arta.gov.ph            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                  P 5.00 + VAT per call anywhere in the                  Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 23. 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"> <li>One (1) Duly Accomplished Application Form</li> </ul>	<ul style="list-style-type: none"> <li>DSWD Field Office Caraga - Standards Section</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex A. PMC Form_App</li> </ul>

<ul style="list-style-type: none"> <li>• Constitution and By-Laws/Local Ordinance or Resolution</li> </ul>	<ul style="list-style-type: none"> <li>• City/Municipal Sangguniang Bayan Office or at the City/Municipal Social Welfare and Development Office of Local Government Unit of Local Government Unit</li> </ul>
<ul style="list-style-type: none"> <li>• <b><u>One (1) photocopy of the following documents (original copies must be presented):</u></b> <ol style="list-style-type: none"> <li>1. Any of the following as proof that the applicant is a graduate of four (4) year course:               <ol style="list-style-type: none"> <li>a. Photocopy of Certificate of graduation/college diploma or transcript of records; or</li> <li>b. Certified photocopy of valid PRC ID.</li> </ol> </li> <li>2. 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;</li> <li>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"> <li>a. Certification from immediate Supervisor; or</li> <li>b. An approved resolution.</li> </ol> </li> <li>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</li> </ol> </li> </ul>	

<p>5. Other documents to be made available during the assessment visit.</p> <p>a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p>	
<p><b>FOR RENEWAL</b></p> <p>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.</p> <p>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 (<b><u>Annex D</u></b>);</p> <p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<b><u>Annex C</u></b>);</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</p>	<ul style="list-style-type: none"> <li>• DSWD Field Office Caraga - Standards Section</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex D. PMC Form</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex C. PMC Form</li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex F. PMC Form</li> </ul>

feedback/satisfaction survey (See <b><i>Annex F</i></b> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and  c. A summary/record on the number of Certificate of Marriage Counseling issued.	
--	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> 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)
<b>STEP 2:</b> 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)
<b>STEP 3:</b> Awaits for acknowledgement or notification relative to the application.	1.1 Reviews and assesses the completeness of the requirements/documents submitted to wit:  1.2 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.	None	*10 minutes	Technical Staff or Officer of the day / 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
	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.			
<b>Step 4:</b> 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)
<b>STEP 5:</b> Prepare for the Actual Assessment	Conducts validation assessment to include the following:  a. Brief overview on the assessment process; b. Observation on the counseling session; ; and c. Exit Conference	None	2 working days	Technical Staff or Officer of the day (Field Office - Standards Section)

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

	Tel. Nos.: (085) 342-5619 to 20 loc. 105 Telefax: (085) 815-9173 E-mail: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the Section and Division meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Standards Section</b>            2<sup>nd</sup> 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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the                      Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>



## 24. 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	
Google Form Online Registration	
<b>Per AO No. 14 s. 2009</b> <b>NEW APPLICANT</b> <i>Scanned copy of the following documents:</i> <ol style="list-style-type: none"> <li>1. Accomplished Application Form</li> <li>2. Certificate of graduation/college diploma or transcript of records from last school attended.</li> <li>3. Certificate of attendance from PMC orientation program.</li> <li>4. Certificate from immediate supervisor that the applicant is tasked to conduct PMC sessions.</li> <li>5. Summary Documentation of PMC session/s conducted by the applicant in the past six (6) months period should be made available.</li> </ol>	<b>WHERE TO SECURE</b>  DSWD Field Office Caraga – Standards Section  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
<b>A. PRE-ASSESSMENT</b>				
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>B. Accreditation Assessment Observation</b>				
<b><i>Live PMC Session (via google meet, zoom or messenger</i></b>				
STEP 1: Setting-Up of Live Conferencing and Actual conduct of PMC Session	<ul style="list-style-type: none"> <li>• Ensure stable internet connectivity.</li> <li>• Accept invitation and join video conference room.</li> <li>• Prepare assessment tool.</li> <li>• Conduct brief orientation re: accreditation process with the applicant prior start of the session.</li> <li>• Observe the entire session.</li> </ul>	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"> <li>Provide a brief post assessment observation.</li> </ul>			
<b>For Recorded Video</b>				
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"> <li>Notify applicant on the receipt of the file video.</li> <li>Contact the applicant and provide brief orientation on the accreditation process.</li> <li>Observe and watch the full video presentation.</li> <li>Contact applicant after watching the video and provide a brief post assessment observation.</li> </ul>	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"> <li>Prepares the confirmation report, with the following possible content:               <ol style="list-style-type: none"> <li>If favorable, inform applicant on the approval of his/her accreditation.</li> <li>unfavorable, recommend for reassessment.</li> </ol> </li> <li>If assessment is favourable, prepare the certificate as well.</li> <li>Submit for approval of the FO Director</li> </ul>		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)
<b>TOTAL For Complete and Compliant:</b>		None	<b>12 working days and 15 minutes</b>	

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

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a></p>
How feedbacks are processed	<p>Every 1<sup>st</sup> 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 30<sup>th</sup> 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><b>Standards Section</b>          2<sup>nd</sup> 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: <a href="mailto:standardscaraga@gmail.com">standardscaraga@gmail.com</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                    P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 25. Augmentation of Welfare Goods

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

<b>Office or Division</b>	Disaster Response Management Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Local Government Units and Other Requesting Agency			
<b>CHECKLIST OF REQUIREMENT</b>			<b>RESPONSIBLE PERSON</b>	
<b>LOCAL GOVERNMENT UNITS</b>				
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	
<b>OTHER REQUESTING AGENCIES</b>				
Request Letter signed by the Authorized Approving Officer			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of required documents	Receiving of the document	None	2 minutes	Administrative Assistant
	Validation on the completeness of the document	None	5 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 requesting party on the approval of the request.	None	5 minutes	DRRS Head and Chief of the Division
	Preparation of Assessment Report for recommendation of the approval of request indicating the quantity of food and	None	25 minutes	DRRS Head, Chief of the Division

	non-food items needed by the LGU.			
	Preparation and approval of the Request of Issuance Slip (RIS)	None	10 minutes	Administrative Assistant (RROS) DRRS Head and Chief of the Division
	Preparation and approval of the Journal Entry Voucher (JEV), Inventory Transfer Report (ITR) and Letter of Transfer (LOT) based on the approved RIS.	None	3 hours	Administrative Assistant (RROS) and Accounting Section
	Notification to the LGU on the approved request	None	5 minutes	RROS Head
	Coordinate with the Warehousing Unit on the release of welfare goods	None	5 minutes	Warehousing Unit Head
	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
2. Distribution of the welfare goods to the beneficiaries	Distribution of welfare goods to the beneficiaries	None	1 day	DRMD Staff and Field Staff
TOTAL		None	2 days, 7 hours and 2 minutes	
<i>Note: If the submitted documents of the LGU were lacking, the office will inform the LGU on the needed documents thru formal communication and call or text. Processing of the request will commence once the LGU have already complied with the requirements.</i>				

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

	<b>Disaster Response and Rehabilitation Section</b> Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173  <b>Regional Resource Operation Section:</b> Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173  E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<b>Disaster Response and Rehabilitation Section</b> 3 <sup>rd</sup> 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: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a>  <b>Regional Resource Operation Section</b> 3 <sup>rd</sup> 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: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a>  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines



	Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 26. 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 conduct of payout to the beneficiaries	Distribution of ESA to the beneficiaries	None	1 day	DRMD Staff and payout masters
<b>TOTAL</b>		<b>None</b>	<b>6 working days, 1 hour and 17 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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  <b>Disaster Response and Rehabilitation Section</b> Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173 E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Disaster Response and Rehabilitation Section</b>            3<sup>rd</sup> 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: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the                      Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 27. 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

<b>Office or Division</b>	Disaster Response Management Division
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail</b>	Local Government Units
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
* 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 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	Warehousing Unit Head

	Delivery of the goods to the affected LGU	None	1 day	Disaster Focal, Warehousing Unit Head
<b>Total</b>			<b>3 days, 7 hours and 13 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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><b>Disaster Response and Rehabilitation Section</b>            Tel. Nos.: (085) 342-5619 to 20 loc. 238            Telefax: (085) 815-9173            E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Disaster Response and Rehabilitation Section</b>            3<sup>rd</sup> 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: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56            P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

	Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 28. 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.

<b>Office or Division</b>	Disaster Response Management Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail</b>	Local Government Units
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
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"> <li>• Barangay Captain</li> <li>• MSWDO</li> <li>• Mayor</li> </ul>	Client
** Certificate of Eligibility (COE) for Replacement ** Summary of Replacement	Client
*** 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		
<i>* Client may coordinate with the office/division for the proper template of the documents.</i> <i>** This requirement only applies if some of the beneficiaries are replacing the original beneficiaries listed in the submitted Certificate of Eligibility</i> <i>*** This requirement only applies if some of the project beneficiaries opt to waive the assistance and transfer it to other beneficiaries.</i>				
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
<b>TOTAL</b>		<b>None</b>	<b>6 working days, 1 hour and 17 minutes</b>	

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

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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><b>Disaster Response and Rehabilitation Section</b>            Tel. Nos.: (085) 342-5619 to 20 loc. 238            Telefax: (085) 815-9173            E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Disaster Response and Rehabilitation Section</b>            3<sup>rd</sup> 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: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p>



	ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 29. Walk-in Name Matching Data Request

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

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Citizen			
<b>Who may avail:</b>	-Any member of the household 18 years old and above -Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member (In instances where the household is composed of minor members, only the eldest member may file the grievance.)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>(1) Valid Identification Card/Proof of Identity</li> <li>Walk-in Name Matching Form (1 original)</li> </ul>		1. (Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec) 2. National Household Targeting Section-Administrative Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Approach the Public Assistance Complaints Center 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 NHTS office	None	15 minutes	PACC Desk Officer and/or clerk
2. The requesting party will fill out the walk-in name matching form	2. Receive and record the request in the document transaction/tracking system	None	5 minutes	Administrative Assistant III

	2.1 Endorse request to the Project Development Officer (PDO)			
	3. Interview the client to evaluate the validity of the request as to its purpose  <ul style="list-style-type: none"> <li>• <i>If not valid</i>-The PDO will inform the client on the grounds for the denial of the request based on the DSWD MC 12, s.2017. End of process.</li> <li>• <i>If valid</i>-Forward the request to the Information Technology Officer for matching</li> </ul> Note: *In case, the ITO is on official travel, the client shall leave his/her contact details.	None	10 minutes	<i>Project Development Officer</i>
	4. Process the name matching request <ul style="list-style-type: none"> <li>• Manual verification</li> <li>• Running of name matching application</li> </ul> *Note: 1 day processing time if the ITO is on official travel	None	5 minutes	<i>Information Technology Officer</i>
	5. Review and archive result.  5.1 Endorse result to the PDO	None	5 minutes	<i>Information Technology Officer</i>
3. Receive Name Matching Result	6. Present and explain the result of name matching and administer the CSMS	None	5 minutes	<i>Project Development Officer</i>

	form (per CART Guidelines )			
	<b>TOTAL</b>	<b>None</b>	<b>45 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section  Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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</i> from the receiving admin staff of the Section.
How complaints are processed	Complaints received are consolidated every 30 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number:  <b>National Household Targeting Section</b> 3 <sup>rd</sup> 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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

### 30. Data Sharing-Name Matching

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

Office or Division:	National Household Targeting Section/Policy and Plans Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G) Government to Business (G@B), Government to Citizen			
Who may avail:	-All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (indicating reasons for name-matching) 2. Electronic copy of the names to be matched <ul style="list-style-type: none"><li>Original copy of the resolution of Governing Board authorizing head of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations)</li><li>Designated Data Protection Officer (DPO)</li><li>Valid Proof of Identities of the agency head and DPO</li></ul>		Provided by the Requesting Party		
<ul style="list-style-type: none"><li>Memorandum of Agreement</li><li>Certificates; (a) Certificate of orientation on the DPA, (b) Certificate on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c) Physical Setup Certification and (d) Organizational, Technical, and Security Setup Certification.</li></ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Requesting Party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receive and record the request in the document transaction/tracking system  1.1 Endorse request for approval to the PPD Chief  Note: Administrative staff will advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the	None	5 minutes	Administrative Assistant

	expected schedule of release of the results			
	2. Decide if the request is for processing or not. <ul style="list-style-type: none"> <li>• The PPD Chief input comments and decisions and endorse to the NHTS-PDO/RFC</li> </ul>	None	2 hours	<i>PPD Chief</i>
	3. Inform the requesting party on the approval/disapproval of the data request based on the DSWD MC 12, s 2017 <ul style="list-style-type: none"> <li>• <i>If approved</i> –the inspection meeting will be scheduled including preparation of documentary requirements for submission.</li> <li>• <i>If disapproved</i> –inform the requesting party of the disapproval</li> </ul>	None	10 minutes	Project Development Officer
2. Requesting party will attend the scheduled orientation with the PDO	4. Orient the requesting party on Listahanan and discussion of the Salient Provision of the Data Privacy Act  4.1 Hand-over of the copy of the law, its IRR and the issuances of the NPC	None	2 hours	<i>NHTS Inspection Team</i>
3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to NHTS	5. Review all submitted documentary requirements including MOA submitted by the requesting party.  5.1 Make a schedule with the requesting party on the inspection meeting.	None	2 hours	<i>RFC</i>  <i>Information Technology Officer</i>

4. Requesting Party will present their IT facilities to the NHTS inspection team	6. Check on the capability of the second party to protect the Listahanan data <ul style="list-style-type: none"> <li>Inspect the IT facilities of the requesting party</li> <li>Collection of documentations based on data requirements</li> </ul> *Note-NHTS conduct signing of the certifications of the inspection completion and exit conference	None	1 day	<i>NHTS Inspection Team</i>
	7. Certification will be attached to the MOA and endorsed to the Department's Data Protection Officer	None	35 minutes	<i>RFC</i>
	8. Assess the MOA, its purpose and attachments.	None	1 day	<i>DSWD Data Protection Officer</i>
	9. Review and sign the MOA. The signed MOA will be endorsed to the NHTO for data processing	None	3 days	<i>DSWD Data Protection Officer</i>
	10. The approved request is endorsed to the ITO to assess if the attached electric copy of names is in accordance with the template required. <ul style="list-style-type: none"> <li>If not in accordance with the required template-inform the requesting party for revision</li> <li>If in accordance-ITO shall inform the administrative staff of</li> </ul>	None	1 hour	<i>Information Technology Officer</i>

151

	And administer CSMS form per CART guidelines.			
<i>*With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party</i>	<b>TOTAL:</b>	<b>None</b>	<b>10 days, and 2 hours.</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section  Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number:  <b>National Household Targeting Section</b> 3 <sup>rd</sup> Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City



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

### 31. Data Sharing-List of Data Subjects

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

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C)		
<b>Who may avail:</b>	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
5. Letter of request (including reasons for the request) 6. Original Copy of Resolution of Governing Board authorizing head of ahead of agency to enter into data sharing MOA with DSWD (for NGOs, CSOs, Private Foundations) 7. Electronic copy of the Data requirements 8. Designated Data Protection Officer (DPO) 9. Valid Proof of Identified of the agency head and DPO		Provided by the requesting party	

10. Memorandum of Agreement 11. Certificates; (a) Certificate of orientation on the DPA, (b) Certificate on Acknowledgement Receipt of the copy of the law, IRR and its issuances, (c) Physical Setup Certification and (d) Organizational, Technical, and Security Setup Certification.		NHTS PDO and ITO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Endorse the letter of request with attached e-copy of the data requirements to NHTS .	1. Receive and record the request in the document transaction/tracking system. 1.1 Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results. 1.2 Forward the request to the Director for approval	None	5 minutes	Administrative Assistant
	2. Input comments and decide if the request is for processing or not then endorse it to the Policy and Plans Division Chief.	None	4 hours	Regional Director
	3. Input comments and endorsed it to the RFC.	None	10 minutes	PPD Chief
	4. Inform the client on the approval or disapproval of the data request base on the DSWD MC 12 s 2017. • If approved-the orientation will be scheduled including	None	30 minutes	RFC/Project Development Officer

	preparation of documentary requirements for submission. • If disapproved-inform the requesting party of the disapproval. End Process.			
2. Requesting party will attend the scheduled orientation with the NHTS inspection team	5.Orient the requesting party on Listahanan, Data Privacy, data sharing policy and requirement	None	2 hours	NHTS Inspection Team
3.Compliance and submission of signed Memorandum of Agreement and documentary requirements to the NHTS for review on completeness	6.Review all documentary requirement including MOA submitted by the requesting party  6.1Make a schedule with the requesting with the requesting party on the inspection meeting	None	2 hours	NHTS Inspection Team
4.Requesting party will present their IT facilities to the NHTO Inspection Team	7.Inspection of IT facilities of the requesting party and issuance of Certifications (Physical Setup Certification and Organizational, technical and Security Setup Certification)	None	1 day	IT Inspection Team
	8.Certifications will be attached to the MOA and endorsed by the NHTO Director to the Department's Data Protection Officer	None	2 hours	RFC

	9. Assess the MOA, its purpose, and attachments. Once approved, the DPO will endorse the MOA for the Department Secretary's signature	None	1 day	DSWD Data Protection Officer
	10. Review and sign the MOA. The signed MOA will be endorsed to the NHTS for data processing.	None	3 days	Information Technology Officer
	11. Process the request	None	3 days	Information Technology Officer
	12. Review result of the data generation	None	1 day	Information Technology Officer
	<p>13. Secure the data by adding password protection to the file.</p> <p>13.1 Prepare Data Release Form (DRF), draft memo reply and burn results in a compact disc (CD).</p> <ul style="list-style-type: none"> <li>• Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party</li> </ul> <p>13.2 Countersigning the DRF.</p> <p>13.3 Finalize the memo attach the Data Release Form (DRF) and secure data the forward it to the Administrative unit.</p>	None	1 day	<p>Information Technology Officer</p> <p>RFC</p> <p>RFC</p>

	14. Track and scan the documents before releasing the result to the requesting party.	None	5 minutes	Administrative Assistant
	15. Give the password of the file to the requesting party thru phone upon inquiry. And administer the CSMS form per CART guidelines.	None	5 minutes	Information Technology Officer
<b>TOTAL</b>		<b>No Fees</b>	<b>11 days, 2 hours , 55 minutes</b>	
<i>*With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party</i>				

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section  Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number:  <b>National Household Targeting Section</b> 3 <sup>rd</sup> 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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>  ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

### 32. Data Sharing – Statistics/Raw Data Request

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

<b>Office or Division:</b>		National Household Targeting Section/Policy and Plans Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B)		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request (specify purpose and data requested)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting party (NGAs, CSOs / NGOs, LGUs, academe etc.) sends a communication letter addressed to the Regional Director for request of statistical data/ raw data generated from <i>Listahanan</i> .	1. receive and record the request in the document transaction/ tracking system.  1.1 Forward the request to the PPD Chief	None	10 minutes	Administrative assistant

	2. Review, input comments and approval in the request based on MC 12, s. 2017 then endorse to the NHTS RFC.	None	5 hours	PPD Chief
	3. Review the request, if the request is:  a. <i>Not clear</i> – In case of vague data request will coordinate with the data users to clarify the data requirements. He/ She shall provide recommendations on other possible data that can be requested if the requested data is not available in the <i>Listahanan</i> database. b. Clear-Endorse request to the Associates Statisticians for data generation	None	5 hours	Regional Field Coordinator
	4. Generate the requested data from the <i>Listahanan</i> database. The generated statistical/ raw data can be in excel or in the any format available.  4.1. Draft reply letter/ memorandum  4.2. Submit to RFC	None	1 day	Associate Statistician
	5. Review generated statistical/ raw data.	None	5 hours	Regional Field Coordinator

	<p>If the Statistical/ raw data. If the statistical/raw data is:</p> <p>a. Not accurate- Return the generated statistical/ raw data will be to the associate Statisticians for revisions.</p> <p>b. Accurate – Submit the generated statistical/raw data to the PPD Chief.</p>			
	6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTS Regional Director for approval and release.	None	5 hours	PPD Chief
	<p>7. Further review the facilitated data request for approval to release.</p> <p>If the generated statistics/ raw data is:</p> <p>a. <i>Not</i> accurate and acceptable – Return the facilitated data request to the Statistics section for revisions.</p> <p>b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release.</p>	None	5 hours	Regional Director



2. Receive the data requested	8. Facilitate the release of the approved data request to the requesting party.  • Administer the CSMS form per CART guidelines.	None	10 minutes	Administrative Assistant  Associate Statistician
<b>Total:</b>		<b>None</b>	<b>4 days, 1 hour, 20 minutes</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Kindly accomplish the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section  Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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</i> from the receiving admin staff of the Section
How complaints are processed	Complaints received are consolidated every 30 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number:  <b>National Household Targeting Section</b> 3 <sup>rd</sup> 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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b>

	SMS : 0908 881 6565
	Call : 165 56
	P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines
	Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>
	Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>
	Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

### 33. 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.

<b>Office or Division:</b>	Capacity Building Section (CBS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Academe			
<b>Who May Avail:</b>	All Students from any State & Private Universities and Colleges			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application Form Memorandum of Agreement (with the School) Internship Agreement (with the Student)			DSWD DSWD Concerned School	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		<b>Php 500</b>	<b>15 hours</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> 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.

	<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><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> <p style="padding-left: 100px;">P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

### 34. 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.

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

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
<b>TOTAL</b>		<b>Php 500</b>	<b>15 hours</b>	

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.

	<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"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <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><b>CONTACT CENTER NG BAYAN:</b></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 : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>



## **Regional Office**

### **Non-Frontline Services**

## 1. 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:

- a. Certificate of employment for resigned/ end of contract employees
- b. Certificate of employment for current employees' request
- c. Certificate of employment and compensation
- d. Certificate of last salary received
- e. Certificate of Available Leave Credits
- f. Certificate of Good Moral Character
- g. Certificate of Employment and Oneness for merging of Pag-IBIG records
- h. Certificate of Employment for GSIS Educational Subsidy Program Application

<b>Office or Division:</b>	Personnel Administration Section / HRMDD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee			
<b>Who May Avail:</b>	All DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification Request Slip for walk-in clients		Personnel Administration Section		
E-mail/ text/ call requests		Employee		
Additional Requirements: <b>For Pag-IBIG Certificate of Oneness</b> -1 photocopy of Employee's Statement of Accumulated Value		Employee / representative		
<b>Representative</b> 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	2.1 Receives filled out COE Request Slip and requirements and	No fees	5 minutes	PACC/DO or

<p>present Valid ID and other applicable requirements</p> <p>For text/email requests, please provide the following information:            *Name            *Type of Request            *Purpose            *Contact Number/Email-address</p> <p>and send to 09485890907 or <a href="mailto:personneldocs.focaraga@gmail.com">personneldocs.focaraga@gmail.com</a></p>	<p>examines to determine its completeness and inform staff that the request needs to be validated first.</p>			COE Focal
	<p>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</p> <p><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></p>	No Fees	2 days	COE Focal and Payroll-in-charge
	<p>2.3 Reviews and initials in the certification</p>	No fees	2 hours	PAS Head
	<p>2.4 Records and forwards the Certification to HRMD for signature</p>	No Fees	3 minutes	PAS Admin Staff
	<p>2.5 Reviews and signs the certification</p>	No fees	4 hours	HRMDD Chief
	<p>2.6 Receives the signed Certification and forwards to the COE focal</p>	No fees	5 minutes	PAS Admin Staff
<p>3. Receives notification</p>	<p>3. Notifies the requester through text/call/email that the Certification is available for pick-up.</p>	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
<b>TOTAL</b>		<b>No fees</b>	<b>2 days, 6 hours and 25 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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 E-mail: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<b>Personnel Administration Section</b> 2 <sup>nd</sup> 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: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a>

	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 2. 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.

<b>Office or Division:</b>	Personnel Administration Section / HRMDD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee			
<b>Who May Avail:</b>	All DSWD regular and contractual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SALN Request Form (PERSONNEL FORM 1-SALN REQUEST FORM)		Personnel Administration Section		
Valid Identification Card (original)		Employee		
<b>Representative</b> 1 signed authorization letter and 1 photocopy of ID of the employee and the representative		Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<p>2.1 Verifies the availability of the requested SALN from the SALN database and/or employee Per16 files</p> <p><i>*If available, retrieves SALN, photocopy and certifies copy of SALN</i></p> <p><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></p> <p>3.2 Routes the SALN Request Form and photocopied SALN to Personnel Administration Section Head for signature</p>	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

<b>TOTAL</b>	<b>No fees</b>	<b>51 minutes</b>	
--------------	----------------	-------------------	--

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a></p>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Personnel Administration Section</b>            2<sup>nd</sup> 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: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

### 3. Transfer of Property Accountability

Transfer of property accountability to another accountable person shall be processed for documentation of the actual transfer of property and issuance of new Property Acknowledgement Receipt for signature of the new accountable person to warrant cancellation of property accountability of the previous accountable person.

<b>Office/Division:</b>	Administrative Service – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)		To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS);		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for FETS	1. Validate submitted request if duly signed by the concerned officials and employees  1.1 Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request  1.2 Approve request in PREMIS	None	1 Hour	PSS Staff



	<p>1.3 Accomplish the "encoded by" portion in the submitted FETS request</p> <p>1.4 Generate and print 2 copies of PAR if acquisition cost of property is 15,000 and above, 2 copies of ICS if acquisition cost is lower than 15,0000. Should the end user be COS, 2 copies of the undertaking shall be printed.</p> <p>1.5 Generate and print barcode sticker and attach to the printed PAR/ICS</p> <p>1.6 Record in the logbook details of transfer properties as stated in the printed PAR/ICS</p> <p>1.7 Forward PAR/CS to the concerned OBSUs for signature of the previous accountable person and the new accountable person</p>			
2. Return the duly accomplished PAR/ICS and or Undertaking and	2. Validate the returned document if accurately signed and forward to	None	15 Minutes	PSS Technical Staff

attach the barcode sticker to the visible and secure area of the property	PSS Head for approval			
	2.1 Approve duly accomplished document	None	5 Minutes	PSS Head
	2.2 Provide 1 copy of approved PAR/ICS and or Undertaking to the Accountable Person  2.3 Record the approval of record in PREMIS  2.4 Scan and upload the approved PAR/ICS and or Undertaking  2.5 File approved PAR/ICS and or undertaking in the respective folder of the accountable person for safekeeping	None	30 Minutes	PSS Staff
<b>TOTAL</b>		None	1 HOUR, 50 MINUTES	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information	<p>email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p> <p>contact number: <a href="tel:342-5619">342-5619 local 243</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p>

	P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

#### 4. Receipt of Surrendered Equipment and Semi-Expendable Equipment

Turned over property due to its unserviceability or when the same is no longer needed by the accountable person shall be recorded in order to effect cancellation of property accountability of the client.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)		1. To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;		
2. Actual Property for turnover		2. To be made available by the accountable person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished FETS for turnover and property for turnover	1. Validate surrendered property vis-à-vis duly accomplished FETS  1.1 Fill up the "inspected and received by" portion in FETS 1.2 Provide copy of signed FETS to the Accountable Officer/Designated	None	15 Minutes	PSS Staff

	Property and Supply Custodian.			
2. Updates record of surrendered items in PREMIS	2.1. Validate submitted request if duly signed by the concerned officials and employees 2.2. Validate FETS Request created by the Designated Property and Supply Custodian (DPSC) in PREMIS vis-à-vis the submitted FETS Request 2.3. Approve request in PREMIS 2.4. Generate and print PAR if acquisition cost of property is 15,000 and above, ICS if acquisition cost is lower than 15,0000. Signed the received by portion of PAR/ICS.  2.5. Generate and print barcode sticker and attach to the surrendered property.	None	1 Hour	PSS Staff
	2.6. Approve PAR/ICS	None	5 Minutes	PSS Head
	2.7. Scan approved documents and upload to PREMIS  2.8. Record the approval of record in PREMIS 2.9. File approved PAR/ICS and or undertaking in the respective folder of the accountable	None	15 Minutes	PSS Staff

	person for safekeeping			
<b>TOTAL</b>			1HOUR, 35 MINUTES	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>

Contact information	email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> contact number: <a href="tel:342-5619">342-5619 local 243</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
---------------------	---

## 5. Issuance of Portable Equipment Sticker Pass

Clients with portable equipment which are frequently brought outside and inside the DSWD premises may request for issuance of Portable Equipment Sticker Pass (PESP) in lieu of Gate Pass.

Unlike Gate Pass which is valid until the stated date of returned, PESP is valid from issuance or renewal until the last working day of the semester for regular/casual//contractual/co-terminus employee, the same shall apply for personal portable equipment frequently brought by the employee and until the last day of the quarter for COS workers but not beyond the last day of the contracted service.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction :</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) original copy of duly accomplished request for issuance of Portable Equipment Sticker Pass (PESP)	To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for PESP	1. Validate submitted request if duly signed by the Head of OBSUs for MOA workers and PSS Head for Regular/Contractual Staff  1.1 Update expiration date of the sticker in PREMIS; for DSWD property with accountable person under regular / contractual / co-terminus / casual employee expiration date shall be every at the end of every semester and for COS workers, expiration date shall be by the end of the last month of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person  1.2 Generate and portable equipment sticker pass and forward to PSS Head for signature  1.3 Record PESP details in the logbook	None	1 Hour	PSS Staff
	1.4 Sign PESP	None	5 Minutes	PSS Head
2. Claim PESP and present	2. Validate presented property vis-à-vis the details of property	None	30 Minutes	PSS Staff



the portable property	<p>indicated in the request for issuance of PESP</p> <p>2.1 Attach PESP in the most visible and secure area of the property</p> <p>2.2 Present PESP request submitted by the client for signature as received sticker</p> <p>2.3 Update PREMIS and marked sticker pass as claimed</p>			
<b>TOTAL</b>		None	1 HOUR, 35 MINUTES	

### FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243

How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information	<p>email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p> <p>contact number: <a href="tel:342-5619">342-5619 local 243</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></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 : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 6. Issuance of Supplies and Materials from Stockpile

Request of issuance of commonly use office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Property and Supply Section subject to approval of the Chief of Administrative Division.

<b>Office/Division:</b>	Administrative Service – Property and Supply Section (AD-PSS)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction :</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) OBSUs
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

1. Three (3) copies of duly accomplished RIS of concerned OBSU 2. One (1) Photocopy of approved PPMP of requesting OBSU 3. One (1) Photocopy of approved Technical Assistance Request, if required 4. One (1) Photocopy of project proposal, if required	1. RIS template issued to respective Office, Bureaus, Services, Units (OBSUs) with prescribed format; 2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units; 3. Focal person of concerned technical support office such as GSS, ICTMS, SMS, among others, depending on the nature of technical assistance request without any prescribed format 4. Focal person of proponent OBSU
---	---

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to Property and Supply Section including required attachment such as PPMP and Technical Assistance Request	1. Receive, review and record the submitted duly approved RIS  1.1 Assign RIS number  1.2 Verify availability of requested supplies and materials  1.3 Update concerned OBSU staff on the availability or non-availability of supplies and materials  1.4 Request for the approval of RIS of the Chief of Admin. Division	None	2 Hours	PSS Staff
2. Receipt of issued supplies and materials	2. Update stock card and issue requested supplies and materials  a. Updating of stock/bin card	None	4 Hours	PSS Staff

	b. Pull out of stocks for issuance to requesting OBSU  c. Update database			
<b>TOTAL:</b>		None	6 HOURS	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>

Contact information	email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> contact number: <a href="tel:342-5619">342-5619 local 243</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
---------------------	---

## 7. Re-issuance of Equipment and Semi-expendable Supplies

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AS-PSS through the Designated Property Officer of concerned OBSU 3. From the AS-PSS / PREMIS online through the Designated Property Officer of concerned OBSU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request  a. Inform requesting OBSU of availability or non-availability of items. b. Request approval of FETS for confirmation of transfer	None	3 Hours	Requesting OBSU PSS staff
2. Process the signing of FETS of the recipient office or accountable person for the re-issuance of item or equipment	2. Update PREMIS and generate PAR or ICS  a. Transfer accountability through updating of database and issuance of PAR or ICS  b. Process the approval of PAR or ICS	None	3 Hours	Requesting OBSU PSS staff
3. Confirm acceptance of item or property through signing of PAR or ICS	3. Physical issuance of item or equipment and filing of PAR or ICS	None	2 Hours	Requesting OBSU PSS staff
<b>TOTAL:</b>		None	8 Hours	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information	<p>email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p> <p>contact number: <a href="tel:342-5619">342-5619 local 243</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> <p>P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p>

	Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 8. Facilitation of Request for Relief from Property Accountability from Commission on Audit

In case of the lost, damaged and destroyed property issued to employees due to force majeure, theft/robbery and fire, the Accountable Officer can request for Relief from Property Accountability to COA. AD-PSS facilitate this request upon submission of pertinent documents by the Accountable Officer.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)		
<b>Classification:</b>	Complex		
<b>Type of Transaction :</b>	G2G – Government to Government		
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are:  a. DSWD employees and officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"><li>1. One (1) original copy of duly accomplished and notarized Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP).</li><li>2. One (1) original copy of duly notarized Affidavit of Loss</li><li>3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.</li><li>4. One (1) original copy of Police Report</li><li>5. One (1) original copy Comments of the Head Cluster</li><li>6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.</li></ol>		<ol style="list-style-type: none"><li>1. From PSS Office through PREMIS</li><li>2. To be prepared by the client without any prescribed format</li><li>3. To be prepared by the client without any prescribed format</li><li>4. To be prepared by the client without any prescribed format</li><li>5. To be prepared by the client without any prescribed format</li><li>6. To be prepared by the client without any prescribed format</li></ol>	



7. One (1) original copy of Inspection Report of Damaged Property. 8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)		7. To be prepared by the client without any prescribed format 8. From PSS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Technical Assistance to PSS regarding the loss of issued property	1. Record the request in the Data Tracking System (DTS). Forward request to Chief Administrative Division	None	5 Minutes	PSS Staff
	1.1 Review the document and assign to concerned Technical Staff	None	5 Minutes	Administrative Division Chief
	1.2 Review and prepare Memorandum for signature of the Administrative Division Chief addressed to the requester to inform of the processes to be undertaken in requesting for relief from property	None	3 Hours	PSS Head

	accountability and the requirements to be submitted in accordance with the COA Guidelines.			
2. Submit request for relief from property accountability to COA with the following documentary requirements:	2. Review the documents submitted:  2.1. If not complete - Prepare Memorandum for Accountable Officer to require compliance  2.2. If complete – Prepare endorsement letter to Commission on Audit for Request for Relief to be signed by Regional Director.  a. Forward the signed endorsement to COA copy furnished the Accountable Officer.	None	3 Hours	PSS Staff
a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) Disinterested Person d. Comment of the Cluster Head e. Police Blotter and Certification (if applicable) f. Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency g. Inspection Report of Damaged Property. h. Copy of Property				

Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)				
3. Upon receipt of COA Decision, request Technical Assistance as to settlement of accountability in accordance with COA decision	3. Provide Technical Assistance as follows:  3.1. Request Granted –  a. Prepare Memorandum endorsing the COA Decision to FMS for dropping of the lost property, for signature of Admin Chief, copy furnished the Accountable Officer  b. Update records/PREMIS  3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement	None	3 Hours	PSS Staff
4. Submit replacement unit in accordance with COA Decision	4. Request presence of COA representative during inspection of replacement unit		1 Hour	PSS Staff

	<p>4.1. Analyze the specification of offered replacement item.</p> <p>4.2. Accept replacement unit upon concurrence of COA representative</p> <p>4.3. Prepare necessary documentation/ update record in PREMIS</p> <p>4.4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account.</p>		<p>1 Hour</p> <p>2 Hours</p>	
5. Pay the value of property in accordance with the COA Decision	<p>5. Provide assistance as to the mode of payment</p> <p>5.1. Prepare Memorandum to FMS for the receipt of payment; or</p> <p>5.2. Prepare Memorandum to HRMDD-PAS for the deduction of the amount of property in accordance</p>		3 Hours	PSS Staff

	5.3. with COA Decision Prepare necessary documentation/ update record in PREMIS			
<b>TOTAL:</b>		None	16 HOURS , 10 MINUTES	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>

Contact information	email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> contact number: <a href="tel:342-5619">342-5619 local 243</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
---------------------	---

## 9. Facilitation of Request for Relief from Property Accountability Through Reimbursement/Replacement

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

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)	
<b>Classification:</b>	Complex	
<b>Type of Transaction :</b>	G2G – Government to Government	
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA		1. From PSS Office through PREMIS
2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Division concern to Administrative Division Chief		2. To be prepared by the Client without any prescribed format

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Memorandum to PSS and duly accomplished RLSDDP received by COA	1. Record the request in the Data Tracking System (DTS). Forward request to Chief Administrative Division  1.1 Review the Request and RLSDDP	None	5 Minutes	PSS Staff
	1.2 Assigned the request to concerned Technical Staff	None	5 Minutes	Administrative Division Chief
	1.3 Review the Request.  a. If not complete - Return to Accountable Officer for Compliance  b. If complete – Prepare Memorandum on the recommendation relative to request to Regional Director to be signed by the Administrative Division	None	4 Hours	PSS Staff

	1.4 Prepare Memorandum for Accountable Officer informing the approval of the request for Reimbursement/ Replacement of Lost Property.			
2. Submit compliance on the approved recommendation of settlement.	<b>2. Reimbursement</b> 2.1 Assist the Accountable Officer for the Issuance of Order of Payment from Accounting Division. 2.2 Assist the Accountable Officer for the issuance of Official Receipt of Cash Division for the payment.  2.3 Update PREMIS as to the settlement of property accountability.  <b>2. Replacement</b> 2.1 Inspection of the offered replacement item. a. If not compliant – Returned the item/s to Accountable Officer for compliance. b. If compliant – Updates	None	1 Hour	PSS Technical Staff



	record in PREMIS 2.2 Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account..			
<b>TOTAL:</b>		None	5 HOURS , 10 MINUTES	

### FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243

How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information	<p>email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p> <p>contact number: <a href="tel:342-5619">342-5619 local 243</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> <p>P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 10. Provision of Technical Assistance on Property and Supply Management

Technical Assistance is provided to Office/Section/Unit/Division/Program in the area Property Management to capacitate their Designated Property Supply Custodian (DPSC) on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

<b>Office/Division:</b>	Administrative Division – Property and Supply Section (AD-PSS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction :</b>	G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. DSWD Offices</li> <li>2. DSWD Designated Property and Supply Custodian</li> <li>3. Field Offices</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Technical Assistance - One (1) original copy.	To be prepared by Office/Section/Unit/Division/Program through Memorandum addressed to Administrative Division Chief, Attention the Property and Supply Section Head signed by their Division Chief or authorize official.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request for Technical Assistance indicating the specific topics and concerns to be discussed.	1. Received the request and forward to the Head of PSS	None	5 Minutes	PSS Clerk
	1.1 Review the request. Check the availability of Technical Staff on the requested date of Technical Assistance.  If not available - Assign request to concerned Technical Staff and advise staff to request for reschedule of TA through Memorandum  If available - Assign request to concerned Technical	None	15 Minutes	PSS Head

	Staff and advise staff to confirm request for TA through Memorandum			
	1.2 Technical Staff prepare a reply for confirming the date of Technical Assistance.  a. Prepare Special Order (Satellite/Cluster Offices) for the period of Technical Assistance. b. Prepare the needed documents and information for the conduct of Technical Assistance	None	5 Days	PSS Staff
	Conduct Technical Assistance on the scheduled date	None	1 day for FO/4 days for Satellite/Cluster Office	PSS Staff
2. Accomplished the Technical Assistance Evaluation Form	2. Receive the duly accomplished Technical Assistance Evaluation Form.	None	10 Minutes	PSS Staff
	2.1 Consolidate the Technical Assistance Evaluation Form.	None	7 Days from returned to Field Office	PSS Staff
	2.2 Prepared Feedback Report for approval of the PSS Head	None		
	2.3 Provide copy of Feedback Report to	None		

	the requestor of Technical Assistance			
	<b>TOTAL</b>	None	14 Days and 25 Minutes for Satellite/Cluster Offices/ 18 Days and 25 Minutes for Field Office	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form may be provided to the client upon request or from the designated location of Customer Feedback Form tray
How feedback is processed	Duly accomplished customer feedback forms shall be consolidated once a month, identify issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint	Requesting OBSU, Satellite/Cluster Offices may submit an appeal for the request that have been denied or may send a complaint letter to the Administrative Division – Property and Supply Section DSWD FO Caraga, R. Palma Street, Capitol Site, Butuan City with email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> Tel No. 342-5619 local 243
How complaints are processed	<p>Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client.</p> <p>For inquiries and follow-ups, clients may contact AD-PSS through 342-5619 local 243 or through email address:</p>

	<a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>
Contact information	email address: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a> contact number: <a href="tel:342-5619">342-5619 local 243</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

## 11. Request for Technical Assistance for Repair and Maintenance

This service has been offered to provide immediate solutions such as, but not limited to repairs, adjustments and reconfigurations. Pending action may occur to those works that requires materials procurement.

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	End Users			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request for Technical Assistance Form	1.1 The Attending Staff will receive the request. 1.2 Conduct assessment to the said request. 1.3 Conduct assessment to the said request.	None	2 minutes	GSS Staff/ Skilled Personnel

	1.4 Refer to Technical Staff & assigned skilled Personnel			
2. Conduct Inspection	2.1 Conduct inspection, review and prepare action plan based on the result of the inspection report. 2.2 Assigned Skilled personnel shall perform immediate corrective actions if applicable. 2.3 For possible repair, the technical staff shall prepare Purchase Request for the materials needed. 2.4 For other maintenance concerns which are covered by existing contracts with outsourced service providers or contractors, the technical staff shall call the attention of the contractor/service provider for their immediate corrective action. 2.5 If the work needed is beyond the capability of the available personnel/staff, the technical staff informs the Head of the office. 2.6 The Technical Staff shall prepare Job Order for the hiring	None	15 minutes	GSS Staff/ Skilled Personnel

	of an Outsourced Service Provider/ contractor to do the specific works.			
3. Procurement Process	<p>3.1 For the procurement of materials or hiring of outsourced Service provider/Contractor, the designated procurement office shall be responsible for the preparation of Requisition and Issue Slip (RIS).</p> <p>3.2 If there is no budget allocated to support the procurement of needed materials, implementation of the action plan will be on hold until the materials are available.</p> <p>3.3 Hired Outsourced Service Provider/ Contractor shall coordinate with the assigned technical staff during the execution of work.</p>	None	Vary depending on the procurement process and delivery schedule	Procurement
4. Work Implementation	<p>4.1 If the nature of the work required does not affect the usual work operations. The execution shall be performed within office hours.</p> <p>4.2 If the nature of the work may affect the usual work</p>	None	Vary depending on the scope of the work/s	GSS Staff, Skilled Personnel, Outsource Service Provider/ Contractor



	<p>operations, execution shall be performed after office hours or during weekends.</p> <p>a. Should it be necessary to work on beyond office hours, weekends and/or holidays, the concerned personnel shall secure request for Entry to DSWD premises, Request to stay and Request for Overtime for personnel.</p> <p>4.3 The work shall be completed within the approved duration.</p> <p>4.4 The technical staff shall monitor and document the progress in the implementation of work.</p>			
5. Completion of work	<p>5.1 The technical staff shall verify the output of the work.</p> <p>5.2 The Concerned office together with the DSWD Inspection committee shall conduct post repair inspection if necessary.</p> <p>5.3 If disapproved, the assigned personnel shall conduct necessary</p>	None	1 day	GSS Staff, Skilled Personnel, Administrative staff, Outsource Service Provider/ Contractor and DSWD Inspection Committee

	corrective action based on the comments/findings. 5.4 Once accomplished, the assigned staff shall request another turnover and acceptance. 5.5. For outsourced service provider/contractor, conduct joint inspection together with assigned staff and concerned office. a. If correction/modification is needed, assigned personnel shall conduct corrective action and request for another set of inspection. 5.6 Issue Certificate of Final Completion and/or Certificate of Acceptance/ Turn-over if applicable.			
<b>TOTAL</b>			<b>1 day &amp; 17 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending GSS staff. A space below is provided for you to write further comments. Return the fully accomplished

	Client's Satisfactory Survey Form to the attending GSS staff for consolidation.
How feedback is processed	<p>Every 5th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms results are reviewed by Head of GSS.</p> <p>Approved monthly consolidation is submitted to the Admin Division and to be forwarded to the Human Resource Management 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 a complaint	<p>Citizen with complaints relative to General Services Section 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 GSS Hotline (117) or e-mail (gss.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name of Complainant</li> <li><input type="checkbox"/> Address</li> <li><input type="checkbox"/> Name of Person/Entity being complained</li> <li><input type="checkbox"/> Issue/Concern</li> <li><input type="checkbox"/> Evidence</li> </ul>
How complaint 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 Administrative Division-General Services Section concerns,</p> <p>you may contact:</p> <p>General Services Section Hotline - 117</p> <p>General Services Section e-mail address –</p>

	<a href="mailto:gss.focrg@dswd.gov.ph">gss.focrg@dswd.gov.ph</a>  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	--

## 12. Request for Technical Assistance for Special Sanitation and Disinfection of the Offices

This service has been offered to provide sanitation and disinfection of all offices as per safety and health protocol.

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	End Users			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Fill up request for Technical Assistance Form	6.1 The Attending Staff will receive the request. 6.2 Verify if there is an existing Purchase Order. a. If Yes, immediately coordinate with the Outsourced service provider for the Sanitation and Disinfection.	None	5 minutes	GSS Staff

	b. If No, let the end user prepare a Purchase Order. c. After the approval of PO, contact outsource service provider and set scheduled date for the disinfection and sanitation.			
7. Conduct Disinfection and sanitation	7.1 Inform all offices or the requesting office that the disinfection/sanitation will commence at 5:30pm. 7.2 Assigned Skilled personnel shall assist and guide the outsourced service provider in locating the requesting office to be sanitize/disinfected. 7.3 There will be a 4 hour clearance time after performing disinfection/sanitation before personnel can enter the office.	None	2 hours	GSS Staff/ Skilled Personnel
8. Conduct cleaning	8.1 Assigned Skilled personnel shall clean and arrange the tables, chairs and other equipment in office that has been recently sanitize/ disinfected.	None	30 minutes	Skilled Personnel

<b>TOTAL</b>		<b>2 hours and 35 minutes</b>	
--------------	--	-----------------------------------	--

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending GSS staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending GSS staff for consolidation.
How feedback is processed	Every 5th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms results are reviewed by Head of GSS. Approved monthly consolidation is submitted to the Admin Division and to be forwarded to the Human Resource Management Division Chief for further review and consolidation in the regional level. 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.
How to file a complaint	Citizen with complaints relative to General Services Section 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. Complaints can also be filed via GSS Hotline (117) or e-mail (gss.focrg@dswd.gov.ph) with the following information: <input type="checkbox"/> Name of Complainant <input type="checkbox"/> Address <input type="checkbox"/> Name of Person/Entity being complained <input type="checkbox"/> Issue/Concern <input type="checkbox"/> Evidence
How complaint are processed	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.  Grievance Officer/s shall send report to the Regional

	Grievance Officer / Regional Program Coordinator for appropriate action.
Contact Information	<p>For Administrative Division-General Services Section concerns,</p> <p>you may contact:            General Services Section Hotline - 117            General Services Section e-mail address – <a href="mailto:gss.focrg@dswd.gov.ph">gss.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

### 13. Request for Technical Assistance for DSWD Dormitory Accommodation

This service has been offered to provide a place where guests can rest and sleepover in the field office.

<b>Office or Division:</b>	Adminstrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
9. Fill up request for Technical Assistance Form	9.1 The Attending Staff will receive and confirm the request. 9.2 Cancellation of the reservation must	None	2 minutes	GSS Staff

	<p>be coordinated with the staff in charge of the Facilities a day (1 day) before the date of activity.</p> <p>9.3 The guest will fill up the details in the logbook and present their identification at the security desk.</p> <p>9.4 A key to the dormitory shall be given to the guest.</p>			
10. Conduct Inspection	<p>10.1 Security personnel shall conduct inspection of the guest's luggage as part of safety precautions.</p> <p>10.2 Assigned personnel shall check the airconditioned unit, comfort room, water and electric connection and the linens that will be used.</p>	None	5 minutes	Security Personnel/ Skilled personnel
11. Conduct monitoring	<p>3.4 Assigned Personnel shall conduct monitoring and checking of the dormitory.</p> <p>3.5 Dormitory guests with alcoholic beverages in their possession or under the influence of such shall be denied access to the Dormitory.</p> <p>3.6 Guests are entitled to receive guests from 0800H to</p>	None	<p>2 minutes monitoring</p> <p>(staying vary depending on the itinerary of the guest)</p>	Security Personnel/ Skilled personnel



	<p>2200H, but are responsible for them along with any damage and disturbance they may cause.</p> <p>3.7 Incurred damage shall be compensated by the person guilty at the prices as of the day the damage was incurred; if no guilty person is found, the damage shall be compensated jointly and severally by tenants of the respective room, section, floor or house.</p>			
12. Leaving the dormitory	<p>12.1 After staying the dormitory, the guest must pay the bill in the cash section.</p> <p>12.2 Security Personnel shall inspect and check the dormitory for clearance of the guest.</p> <p>12.3 The guest will return the key and inspection of the luggage shall be performed.</p> <p>12.4 The guest shall be cleared after no findings of damages occurred.</p>	250 pesos per day	30 minutes	Security Personnel/ Skilled personnel/ concerned personnel

	12.5 Assigned personnel shall clean the dormitory including the linens used and garbage waste.			
<b>TOTAL</b>				

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending GSS staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending GSS staff for consolidation.
How feedback is processed	Every 5th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms results are reviewed by Head of GSS. Approved monthly consolidation is submitted to the Admin Division and to be forwarded to the Human Resource Management Division Chief for further review and consolidation in the regional level. 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.
How to file a complaint	Citizen with complaints relative to General Services Section 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. Complaints can also be filed via GSS Hotline (117) or e-mail (gss.focrg@dswd.gov.ph) with the following information: <input type="checkbox"/> Name of Complainant <input type="checkbox"/> Address <input type="checkbox"/> Name of Person/Entity being complained <input type="checkbox"/> Issue/Concern <input type="checkbox"/> Evidence
How complaint are processed	Complaints received by respective offices are escalated to the Regional/Provincial Grievance

	<p>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 Administrative Division-General Services Section concerns,</p> <p>you may contact:            General Services Section Hotline - 117            General Services Section e-mail address – <a href="mailto:gss.focrg@dswd.gov.ph">gss.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

#### 14. Request for Technical Assistance for the Use of DSWD Conference Room

This service has been offered to provide a location for meetings and seminars.

<b>Office or Division:</b>	Adminstrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

13. Fill up request for Technical Assistance Form	13.1 The Attending Staff will receive the request. 13.2 Verify if there is an existing booking/ session in the conference room. d. If Yes, schedule for another available time. e. If No, confirm their request.	None	5 minutes	GSS Staff
14. Conduct cleaning and preparing the conference room.	14.1 Assigned personnel shall assist and prepare the conference room. 14.2 Inform the End User that the conference room is ready to occupy.	None	30 minutes	Skilled Personnel
15. After the usage of conference room	15.1 End Users must inform the GSS that the meetings/event has ended. 15.2 Assigned personnel shall check the conference room including equipment and accessories used.	None	1 hour	Skilled Personnel
<b>TOTAL</b>			<b>1 hour and 35 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending GSS staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending GSS staff for consolidation.
How feedback is processed	Every 5th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms

	<p>results are reviewed by Head of GSS.</p> <p>Approved monthly consolidation is submitted to the Admin Division and to be forwarded to the Human Resource Management 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 a complaint	<p>Citizen with complaints relative to General Services Section 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 GSS Hotline (117) or e-mail (<a href="mailto:gss.focrg@dswd.gov.ph">gss.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name of Complainant</li> <li><input type="checkbox"/> Address</li> <li><input type="checkbox"/> Name of Person/Entity being complained</li> <li><input type="checkbox"/> Issue/Concern</li> <li><input type="checkbox"/> Evidence</li> </ul>
How complaint 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 Administrative Division-General Services Section concerns,</p> <p>you may contact:</p> <p>General Services Section Hotline - 117</p> <p>General Services Section e-mail address – <a href="mailto:gss.focrg@dswd.gov.ph">gss.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p>

	<b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 15. PROVISION OF ASSESSMENT ON THE REQUEST FOR THE DECLARATION OF FORCE MAJEURE / STATE OF CALAMITY

*As Rule VIII (Conditions for Entitlement) of the 4Ps Act IRR states "Section 15. Any or all of the conditions for entitlement may be suspended by the DSWD Secretary during times of calamities, war and armed conflicts and force majeure situations in accordance with relevant laws and DSWD Guidelines. In such cases, full compliance to such conditions are deemed waived and payments to beneficiaries shall be granted in full."*

The following shall serve as operational definitions particularly on the suspension of the program conditions or handling compliance verification for areas under force majeure:

- **"State of Calamity"** – a condition involving mass casualty and / or major damages to property, disruption of means of livelihoods, roads and normal way of life of people in the affected areas as a result of the occurrence of natural or human-induced hazard (RA 10121).
- **"Complex Emergency"** – a form of human-induced emergency in which the cause of the emergency as well as the assistance to the afflicted is complicated by intense level of political considerations.
- **"Disaster"** – a serious disruption of the functioning of a community of a society involving widespread human, material, economic or environmental losses and impact, which exceeds the ability of the affected community or society to cope using its own resources. Disasters are often described as a result of the combination of: the exposure to a hazard; the conditions of vulnerability that are present; and insufficient capacity or measures to reduce or cope with the potential negative consequences. Disaster impacts may include loss of life, injury, disease and other negative effects on human, physical, mental and social well-being, together with damage to property, destruction of assets, loss of services, social and economic disruptions and environmental degradation (RA 10121).

- **Exceptional Cases** – those that are NOT declared by National Disaster Risk Reduction Management Council as State of Calamity / Complex Emergency or Disaster cases but have equivalent adverse effect on the implementation of the program. The exceptional cases prevent the program implementers or beneficiaries to comply beyond their will with the requirements of the program, such as:
  - Regular and continuous heavy rains but are not declared as state of calamity or disaster areas which render the facility inaccessible;
  - Facilities used as evacuation centers by adjacent areas declared as state of calamity, disaster, or complex emergencies;
  - The only way going to and from that unaffected areas is through a state of calamity, disaster, or complex emergency-declared areas;
  - Shortage of manpower when program implementers of unaffected areas are summoned to prioritize helping areas declared as state of calamity, disaster, or complex emergencies;
  - Administrative reasons that prevent the school, health or DSWD facility or personnel from accomplishing their duties;
  - Renovation of facilities or transitory fixes;
  - Resignation, illness, death, leave if absence and similar cases that will trigger non-performance of duties of the lone educational or health facility worker in a remote education facility where no immediate replacement was provided that cause stoppage of service;
  - Unavailability of school / health center records to validate compliance of the concerned beneficiaries due to the calamity which destroyed the school records of concerned beneficiaries which are drastically affected by calamities (typhoon, earthquake or any other justifiable causes that are hampering the verification of previous compliance data from the school/health facility for the processing retro payments of the concerned beneficiaries); and
  - Other justifiable causes that prevent the implementers and beneficiaries to comply with the requirements of the program.
- State of calamity, disaster, complex emergency, or exceptional cases can affect the program implementation by preventing the compliance of the beneficiaries to the conditions or by hampering the verification of compliance data (from the distribution and collection of physical CV forms down to the electronic conversion and approval of CV data).

<b>Office or Division:</b>	4Ps Division
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial / City / Municipal Operations Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Formal request signed by the Provincial Link to invoke Rule VIII, Section 15</li> <li>Certification/s attesting the occurrence of the event/s affecting the implementation of the program or hampering the beneficiaries from complying with the program conditions</li> </ul>		<ul style="list-style-type: none"> <li>Requesting areas where fortuitous events occurred</li> <li>Concerned agencies and Local Government Units</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
9. Submit official request specifying the areas affected and program conditions requested, together with the necessary certifications from the concerned agencies / offices.	1. Assess and validate the request to invoke Rule XIII Section 15 of the 4Ps Act IRR	None	2 working days	4Ps RPMO – RCVO
	2. Review the certifications attached to the provincial / municipal request and draft memorandum for DC's recommending approval.	None	1 day	4Ps RPMO – RCVO
NONE	3. Review endorsed assessment result and provide initials; forward to the	None	1 day	4Ps RPMO – RPC/DC or ARD for Operations



	the Regional Director.			
NONE	4. Review endorsed assessment result and sign.	None	1 day	Office of the Regional Director
NONE	5. 4Ps RPMO / Records Section endorse the signed request to NPMO thru Compliance Verification Division	None	1 day	4Ps RPMO / Records Section
NONE	6. Review and approval of the request.	NONE	12 working days	DSWD Central Office – National Program Management Office
NONE	7. Provide feedback on the status of submitted request to the concerned Field Office.	NONE	1 day	4Ps NPMO-CVD
NONE	8. The concerned Field Office shall notify the concerned operations office on the status of the request.	NONE	1 day	4Ps RPMO - RCVO
NONE	9. Ensure that the request for Force Majeure / State of Calamity is reflected in the PPIS	NONE	1 day	4Ps RPMO (RCVO) or requesting POO (CCVO)
<b>Total</b>		<b>None</b>	<b>21 working days</b>	

### 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 the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 5<sup>th</sup> 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 (<a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> <li>▪ Evidence</li> </ul>
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:          Pantawid Hotline - 09658354188          Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>
---------------------	---

## 16. PROVISION OF TECHNICAL ASSISTANCE AND MONITORING VISITS

The 4Ps Division conducts technical assistance and monitoring visits in provincial and/or city/municipal operations offices to conduct assessments and attend to other activities based on the need and request from the area.

<b>Office or Division:</b>	4Ps Division			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G or P2G– Government to Government or Private to Government			
<b>Who may avail:</b>	Provincial / City / Municipal Operations Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Request for Technical Assistance</li> </ul>		<ul style="list-style-type: none"> <li>Provincial / City / Municipal Operations Offices</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
10. Submit a request for technical assistance from the Regional Program Management Office.	14. Receive, and record the request with attach routing slip and forward to the Division Chief for action.	None	10 minutes	Attending Administrative Staff

NONE	15. Review and endorse the request to corresponding focal person/s and provide further instructions.	None	1 day	<i>Division Chief</i>
NONE	16. Prepare confirmation memo to the requesting office and secure required travel documents; coordinate with the concerned office on details and itinerary of travel.	None	2 days	<i>Concerned Focal Person/s</i>
NONE	17. Review and approve confirmation memo; review and approve the request for travel order.	None	30 minutes	<i>Division Chief</i>
NONE	18. Record the approved confirmation memo and forward to the concerned focal person/s for transmission; prepare and submit a travel order and forward to the Office of the ARDO for approval.	None	10 minutes	<i>Attending Administrative Staff</i>
NONE	19. Transmit the confirmation memo to the	None	5 minutes	<i>Concerned Focal Person/s</i>

	requesting office.			
NONE	20. Conduct actual technical assistance and monitoring visit.	None	5 days	<i>Concerned Focal Person/s</i>
NONE	21. Prepare and submit feedback and confirmation report on the conducted TA and monitoring visit.	None	6 days	<i>Concerned Focal Person/s</i>
NONE	22. Review and approve the submitted feedback and confirmation report for ARDO's recommending approval.	None	30 minutes	<i>Division Chief</i>
NONE	23. Record and transmit the report to Office of the ARDO for recommending approval.	None	10 minutes	<i>Attending Administrative Staff</i>
NONE	24. Signs the recommending approval and to be endorsed to the Regional Director.		30 minutes	<i>Office of the Assistant Regional Director for Operations</i>
NONE	25. Approves the feedback report and returns it to 4Ps division.		30 minutes	<i>Office of the Regional Director</i>
NONE	26. Returns the approved feedback report to the concerned focal person/s; shares the		5-10 minutes	<i>Attending Administrative Staff</i>

	document to the concerned MOO/POO.			
<b>Total</b>		<b>None</b>	<b>14 days, 2 hours and 45 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 5<sup>th</sup> 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 (<a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> <li>▪ Evidence</li> </ul>

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:            Pantawid Hotline - 09658354188            Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 17. 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.

<b>Office or Division:</b>	Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Legal Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Administrative	1.Require the client to fill-out the request form	None	2 minutes	<i>Administrative Assistant</i>

Assistant of the Legal Unit				
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>
	3.1 Prepare 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>
<b>TOTAL</b>		<b>No Fees</b>	<b>30 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<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 return the fully accomplished CSS Form and drop it to the designated CSS feedback box. The attending Administrative Assistant (AA) assists the client.</p>
<b>How feedback is processed?</b>	<p>Every 30<sup>th</sup> 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 5<sup>th</sup> day of the following month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Legal Services Section</b>          2<sup>nd</sup> 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 : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 18. Data Sharing with DSWD ODSUs – Name Matching

Processing of data to determine if a household is in the Listahanan database and what its corresponding poverty status.

<b>Office or Division:</b>		National Household Targeting Section/Policy and Plans Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Government (G2G), Government to Business (G2B), Government to Citizen		
<b>Who may avail:</b>		All DSWD OBSUs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request (indicating reasons for name matching) 2. Electronic copy of the names to be matched.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Requesting party will endorse their letter of request with attached e-copy of names for name matching to NHTS.	1. Receive and record the request in the document transaction/tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward request for approval to the PPD Chief.	None	5 minutes	Administrative assistant
	2. Review, input comments and decide if the request is for processing or not then endorse to the Information Technology Officer	None	4 hours	PPD Chief

	3. Review and facilitate the request  <ul style="list-style-type: none"> <li>• If Disapproved - Return to requesting party and stating in the letter the reasons for disapproval based on MC 12, s. 2017. End of process.</li> <li>• If approved – the request will be processed</li> </ul>	None	10 minutes	Information Technology Officer
	4. Assess if the attached electronic copy of name is in accordance with the template required.  <ul style="list-style-type: none"> <li>• not in accordance with the required template – Inform the requesting party for revision.</li> <li>• If in accordance – Inform the Administrative Assistant of the schedule of release of the results.</li> </ul>	None	1 hour	Information Technology Officer
	5. Process the request on a set deadline, depending on the volume or number of names to be matched.	None	1 day (maximum of 5,000 households)	Information Technology Officer
	6. Review the result of the name matching.	None	3 days	Information Technology Officer
	7. Secure the data by adding password protection to the file.	None	2 days	Information Technology Officer

	<p>7.1. Prepare the Data Release Form (DRF), Draft memo reply and burn results in a compact disc (CD).</p> <ul style="list-style-type: none"> <li>• Other storage device may apply as long as it is approved by the IT Head and the storage device is provided by the requesting party</li> </ul> <p>7.2. Counter sign in the DRF</p> <p>7.3. Finalize the memo, attach the Data Release form (DRF) and secure data then forward it to the Administrative unit.</p>			<p>Regional Field Coordinator</p> <p>Regional Field Coordinator</p>
	8. Sign the memorandum/ endorsement letter.	None	4 hours	Regional Director
	9. Track and scan the document before releasing the result to the requesting party.	None	5 minutes	Administrative Assistant
2. Call NHTS Office	10. Give the password of the file to the requesting party thru phone upon inquiry. And Administer the CSMS form per CART Guidelines.	None		Information Technology Officer
<b>Total:</b>  <i>*with possible extension on the actual data processing depending on the volume of data and names required</i>		None	<b>7 days, 1 hour, 20 minutes</b>	

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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a></p>
How feedbacks are processed	<p>Every 1<sup>st</sup> 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 30<sup>th</sup> 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><b>National Household Targeting Section</b>            3<sup>rd</sup> 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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 19. Data Sharing with DSWD ODSUs – List of the Data Subjects

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

<b>Office or Division:</b>		Policy and Plans Division/ National Household Targeting Section		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Government (G2G), Government to Business (G2B), Government to Citizen		
<b>Who may avail:</b>		All DSWD OBSUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (indicating and list of data sets)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting party will endorse their letter of request with attached e-copy of data requirements to NHTS.	1. Receive and record the request in the document transaction/ tracking system.  1.1. Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2. Forward request for approval to the PPD Chief.	None	5 minutes	Administrative assistant
	2. Review, input comment and decided if the request is for processing or not. The request is forwarded to the Information Technology Officer.	None	4 hours	PPD Chief
	3. Review and facilitated the request	None	10 minutes	Information Technology

239

	scan the document before releasing the result to the requesting Party.			
2. Call NHTS Office	10. Upon receiving the result from NHTS, the requesting party will contact (thru phone) Data Processing Section for the password of the file.	None		Information Technology Officer
<b>Total:</b>		<b>none</b>	<b>8 days, 4 hour, 20 minutes</b>	

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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	Concerned staff/requester may call the designated extension number:  <b>National Household Targeting Section</b> 3 <sup>rd</sup> 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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888



	<b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
--	---

## 20. Data Sharing with DSWD ODSUs-Statistics/Raw Data Request

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

<b>Office or Division:</b>	Policy and Plans/National Household Targeting Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Business (G2G), Government to Citizen			
<b>Who May Avail:</b>	DSWD OBSUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
6. Letter of request (specify purpose and data requested)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. The requesting party will endorse their letter of request of statistical data/raw data generated from Listahanan (specify purpose and data requested)	1. Receive and record the request in the transaction/tracking system.  1.1 Forward request to the office of the PPD Chief	None	10 minutes	Administrative Assistant
	2. Review, input comments and approval in the request based on MC 12, s 2017 then endorse to the Regional Field Coordinator	None	20 minutes	PPD Chief

	3. Review the request if:  a.) Not clear-in case of vague data request-coordinate with the data users to clarify the data requirements. He/she shall provide recommendations on other possible data that can be requested if requested data is not available in the Listahanan database b.) Clear-endorse the request to the Associate Statistician for data generation.	None	5 hours	Regional Field Coordinator
	4. Generate the requested data from the Listahanan database. The generated statistical/raw can be in excel or in any format available.  4.1 Draft reply letter/memorandum  4.2 Submit the generated data and reply letter to the Regional Field Coordinator.	None	1 day	Associate Statistician
	5. Countercheck the generated statistical/raw data if:  a. Not accurate-Return the generated statistical/raw data to the Associate Statistician for revisions.	None	5 hours	RFC

	b. Accurate-submit the generated data statistical/raw data to the PPD Chief.			
	6. Review the facilitated data, countersign reply letter/memorandum and endorse to the Director for approval	None	5 hours	PPD Chief
	7. Review further the facilitated data request. If the generated statistics/raw data is:  a. Not accurate and acceptable-Return the facilitated data request to the statistics section for revision  b. Accurate and acceptable-Sign the reply letter/memorandum. The facilitated data request will be approved for release.	None	5 hours	Regional Director
	8. Track and facilitate the release of the approved data request to the requesting party.  • Administer the CSMS form per CART guidelines.	None	10 minutes	Administrative Assistant  Associate Statistician
<b>Total</b>		<b>None</b>	<b>4 days, 1 hour, 20 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> 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 <sup>th</sup> 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><b>National Household Targeting Section</b>          3<sup>rd</sup> 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: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                    P 5.00 + VAT per call anywhere in the                    Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## I. List of Offices

Office	Address	Contact Information
<b>Promotive Services Division</b>		
Office of the Promotive Services Division Chief	3 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>nd</sup> 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 <sup>st</sup> 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
<b>Protective Services Division</b>		
Office of the Protective Services Division Chief	1 <sup>st</sup> 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	2 <sup>nd</sup> 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
Capacity Building Section		Tel. Nos.: (085) 342-5619 to 20 loc. 131 Telefax: (085) 815-9173


Regional Learning Commons	3 <sup>rd</sup> 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 <sup>st</sup> 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 <sup>rd</sup> 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 <sup>nd</sup> 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 <sup>rd</sup> 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 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	
Standards Section	2 <sup>nd</sup> 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 <sup>st</sup> 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 <sup>rd</sup> 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 Operation Section		Tel. Nos.: (085) 342-5619 to 20 loc. 238 Telefax: (085) 815-9173
Financial Management Division (FMD)		
Office of the FMD Chief	2 <sup>nd</sup> 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	Palma Street, Barangay Dagohoy, Butuan City	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 <sup>st</sup> 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 <sup>st</sup> 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 <sup>st</sup> 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 <sup>nd</sup> 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 <sup>st</sup> 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 <sup>nd</sup> 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 <sup>nd</sup> 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 Welfare Section		Tel. Nos.: (085) 342-5619 to 20 loc. 114 Telefax: (085) 815-9173
Office of the Regional Director		
Office of the Regional Director	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R.	Tel. Nos.: (085) 342-5619 to 20 loc. Telefax: (085) 815-9173



	Palma Street, Barangay Dagohoy, Butuan City	
Internal Audit Section	2 <sup>nd</sup> 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 <sup>rd</sup> 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 <sup>nd</sup> 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