



DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT FIELD OFFICE CARAGA

CITIZEN'S CHARTER

2022 (6th Edition)



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2022 (6th Edition)

QUALITY POLICY

We, at the Department of Social Welfare and Development (DSWD), commit to:

Deliver, coordinate, and monitor social protection programs and services to the poor, vulnerable and disadvantaged population towards a fair, just and peaceful society;

Sustain a culture of excellence through continual improvement of systems, mechanisms, and procedures in the delivery of programs and services;

Work with integrity and adhere to ethical standards for customer satisfaction and quality service by complying with the DSWD mandates, and other pertinent laws; and

Demonstrate genuine concern for the poor, prompt compassionate service, and free from any form of corruption.

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. 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.

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ADMINISTRATIVE DIVISION

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.

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------|
| Office/Division: | Administrative Division – Property and Supply Section (AD-PSS) | | | |
| Classification: | Simple | | | |
| Type of Transaction : | G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities | | | |
| Who may avail: | Department of Social Welfare and Development (DSWD) Employees who are: <ul style="list-style-type: none"> a. DSWD employees and officials b. DSWD service providers c. DSWD suppliers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 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) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 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 | None | 15 Minutes | PSS staff |

| | | | | |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|------------------------|
| | 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 instruct the latter to secure new gate pass reflecting the correct details of the property to be borrowed/brought outside the DSWD premises 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 | None | 10 Minutes | Security Guard On-Duty |

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------------------------|--------------------------|
| | 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 | 3. Review and validate returned property vis-à-vis signed duplicate copy of gate pass a. With discrepancy – Go to AD-PSS and inquire on how to proceed b. Without discrepancy – sign the gate pass, both the original and duplicate copy and indicate the date of return | 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 |
| TOTAL: | | None | 1 HOUR, 16 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: property.focrg@dswd.gov.ph 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: property.focrg@dswd.gov.ph</p> |
| Contact information | <p>email address: property.focrg@dswd.gov.ph contact number: 342-5619 local 243 ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

2. Issuance of Property Clearance for Separated Officials and Employees

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

| Office/Division: | Administrative Division – Property and Supply Section (AD-PSS) |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification: | Simple |
| Type of Transaction : | G2C – Government to Citizen |
| Who may avail: | Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> 1. Resigned 2. Transferred to other Government Offices 3. Non-renewal of Contract 4. Terminated 5. Retired |
| CHECKLIST OF REQUIREMENTS | |
| A. <u>Without Property Accountability</u> <ol style="list-style-type: none"> 1. Three (3) copies of Clearance Form B. <u>With Property Accountability</u> <ol style="list-style-type: none"> 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 | WHERE TO SECURE |
| | A. <u>Without Property Accountability</u> <ol style="list-style-type: none"> 1. Personnel Administration Section through PORTAL with prescribed format. B. <u>With Property Accountability</u> <ol style="list-style-type: none"> 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 |
| | 1.2 No Accountabilities Process the clearance by affixing initial and forward to the Division Chief for approval With Accountabilities 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 | 2. Receive and validate submitted documents and other requirements as proof of | None | 30 Minutes | PSS Staff |

| property accountability | cancelled property accountability | | | |
|-------------------------|-------------------------------------------------------------------------------------------------------------|------|----------------|-------------------------------|
| | 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 forward to the next office concerned | None | 10 Minutes | Incoming / Outgoing PSS Staff |
| | 2.4. Upload scanned signed clearance in PREMIS | None | 10 Minutes | PSS staff |
| TOTAL: | | None | 3 HOURS | |

| 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: |

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

DISASTER RESPONSE MANAGEMENT DIVISION

Frontline Services

1. PROCESSING OF RELIEF AUGMENTATION REQUEST BY DSWD FIELD OFFICES

This procedure applies to processes to be undertaken in providing relief augmentation to LGUs during disaster operations and other calamities and the pandemic. It covers receipt of the Field Office requests until the delivery or release of welfare goods.

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------|---------------------------|
| Office or Division | Disaster Response Management Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G – Government to Government | | | |
| Who may avail | Local Government Units | | | |
| CHECKLIST OF REQUIREMENT | | | RESPONSIBLE PERSON | |
| Disaster Report using the prescribed DROMIC Forms or any substantial report that reflects the total number of affected families and individuals. These includes but are not limited to the following: <ul style="list-style-type: none"> • Situational report • Assessment report • Disaster Incident report | | | Client | |
| Request Letter signed by Local Chief Executives or any authorized representative | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request letter with pertinent attachments | Receive the request and logs the documents and route LGU request to DRMD Chief | None | 5 minutes | DRMD Administrative Staff |
| 2. | Review the request and endorses to DRRS Head | None | 10 minutes | DRMD Chief |
| 3. | Review, validate and assess the request by the concerned Section Head through the LDRRMC of requesting LGUs, or through review of the following reports, if available; <ul style="list-style-type: none"> • latest DROMIC Report • RDANA Report • DSWD Predictive Analytics | None | 2 hours | DRRS Head |

| | | | | |
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| 4. | Coordinate with the RROS Head/ Staff on the availability of FNI resource for augmentation to LGUs and to determine other logistics requirements | None | 30 minutes | DRRS Head/Staff |
| 5. | If FNIs are not available, prepare Request Letter for augmentation of FNI Resources from OUSDRMG, attention DRMB | None | 30 minutes | RROS Head |
| 6. | Prepare RIS/IF (% RROS) and Response Letter (% DRRS) to LGUs | None | 1 hour | DRRS Head/RROS Head |
| 7. | Review all documents, provide recommendation and endorse to ARDO for review and recommendation | None | 1 hour | DRMD Chief |
| | Review all documents and provide recommendation; Signs/initials all pertinent documents and endorse to Regional Director for approval | None | 1 hour | Assistant Regional Director for Operations (ARDO) |
| | Review all documents for approval/disapproval | None | 1 hour | Regional Director |
| | Send response letter to LGUs (% DRMD admin) and forwards RIS/IF, Assessment Report, LGU Request Letter to RROS Head/ Staff for the release of goods | None | 1 Hour | DRMD Chief |
| | Facilitate the following; <ul style="list-style-type: none"> • Coordination with LGUs on the schedule of delivery/hauling of goods from DSWD | None | 2 hours | DRRS/ RROS Head/Staff |

| | | | | |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------|------------------|
| | warehouse to LGUs (%) DRRS) • Facilitate preparation and signature of Delivery Receipt (%) RROS) • Facilitate release of goods to LGUs and ensure signed receipt of RIS/IF and Delivery Receipt by receiving LGUs. | | | |
| | Submit any of the following report reflecting release of goods to the DRMD Head and DROMIC; • Summary Report • Feedback Report • Signed RIS • Delivery Receipt • FNI Augmentation and Delivery Report | None | 1 hour | RROS/ DRMD Staff |
| TOTAL | | None | 11 hours and 15 minutes | |

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 has already complied with the requirements.

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

FINANCIAL MANAGEMENT DIVISION

Frontline Services

1. PROCESSING OF BIR FORM 2311 (CERTIFICATE OF DONATION)

This covers the request of Donor's Certificate of Donation / Deed of donation or any document showing proof of donations.

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------|
| Office or Division: | Accounting Section – Regular Program | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Processing of Certificate of Donations | | | |
| Who may avail: | Donors of cash and in-kind donations | | | |
| CHECKLIST OF REQUIREMENTS | OF | WHERE TO SECURE | | |
| Electronic or hard copy of request form for Certificate of Donation (GFMDASRP-RF-0002) | | 1.1 The Donor may download and print the request form from https://caraga.dswd.gov.ph/category/downloadables/ select Request form for Certificate of Donation; -or- 1.2 Personally visit the Accounting Office to fill-up and submit the request form. Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM Note: Online requests beyond 5 PM will be responded/acknowledge the following working day. | | |
| Electronic copy of the supporting documents: 1. Signed and Notarized Deed of Donation; 2. Official receipt for cash donations; or 3. Acknowledgement receipt and delivery receipt for Donations in Kind. | | Requesting Party/Donor | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1 The Donor may download and print the request form (GFMDASRP-RF-0002) from https://caraga.dswd.gov.ph/ | None | None | 5 minutes-walk-in/email | Donor |

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| ph/category/downloadables/ (select Request Form for Certificate of Donation); -or- 1.2 Personally visit the Accounting Office to fill-up and submit the request form | Accounting Office shall issue the request form | None | | Accounting Staff |
| 2.1 Scan the filled-up form and email together with the supporting documents to accounting.focrg@dswd.gov.ph ; -or- Personally submit the filled-up form together with the supporting documents to Accounting Office. | For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming. For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents Note: Only request with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to client. | None | 15 minutes | Accounting Staff |
| 3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate | The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation. Preparation of Certificate of Donation | None | 6 minutes walk-in/email Schedule: Six (6) days | Accounting Staff |

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| | for Signature of the Regional Director or the Authorized Representative | | and seven (7) hours | |
| 1. Present the following: (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original copy of supporting documents. | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies | None | 10 minutes | Accounting Staff |
| 2. Accept the requested certificate and sign the logbook for acknowledgement | The Accounting Staff shall issue and assist the requesting party to receive the certificate and sign the logbook for acknowledgement of the BIR Form 2322: Certificate of Donation. | None | 2 minutes | Accounting Staff |
| 6. Provide Customer Feedback Form to the requesting party | The Accounting staff shall provide the customer feedback to the requesting party for the service provided. | None | 2 minutes | Accounting Staff |
| | TOTAL | | 6 days, 7 hours and 30 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send a feedback | <p>The client gives feedback through the Client Satisfaction Survey (CSS) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> |

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| | <p>The client will then returns the fully accomplished CSS Form and drop it to the designated CSS feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed | <p>Every 30th day of the month, the AA of the Unit will collect all the CSS form in the designated feedback box and make a report out from the feedback of the clients written in the CSS form.</p> <p>The report shall be reviewed and signed by the Unit Head before forwarding to the Administrative Assistant at the Office of the Regional Director (ORD).</p> <p>The AA in the ORD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>The consolidated report will be submitted to the Regional Director for signature, reference, and for action. Every 5th day of the following month is the deadline of the consolidated report.</p> |
| How to file a complaint | <p>The donor shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s |
| How complaints are processed | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| Contact Information | <p>Accounting Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 104</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> <p style="padding-left: 40px;">P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |

2. PROCESSING OF REQUEST FOR ACCOUNTING CERTIFICATION OF FORMER DSWD EMPLOYEES

This covers the processing of requests by DSWD separated employees for the certifications in the Accounting e.g., certifications of remittances to the government agencies for the mandatory deductions such as GSIS, HDMF and Philhealth.

| Office or Division: | Accounting Division – Regular Program |
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| Classification: | Complex to Highly Technical |
| Type of Transaction: | Processing of Request for Accounting Certification of Former DSWD Employees |
| Who may avail: | Former employees of the Department; or His/Her authorized representative |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Electronic or hard copy of the request form for Accounting Certification of Former DSWD Employees (GFMDASRP-RF-0001) | <p>1.1 . The former DSWD employee or his/ he authorized representative may download and print the request form via https://caraga.dswd.gov.ph/category/downloadables/ (select Request Form for Accounting Certification of the Former DSWD Employees);</p> <p>1.2. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p> <p>Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM</p> <p>Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.</p> |
| 2. Supporting documents: a. Former DSWD employee must submit: <ul style="list-style-type: none"> • Filled-up request form; • Photocopy of the former employee government-issued ID (1 copy) | Former DSWD employees of the Department; or His/Her authorized representative |

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| | <ul style="list-style-type: none"> • Last Cost of Services Processed; <p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> • Last Salary Processed; • Pag-IBIG Loan Amortization Withheld <u>at mga</u> Remittances; • GSIS Loan Amortization Withheld and Remittances • Philhealth Contribution and Remittances (maximum of one year) | | | |
| <p>2. A. The former employee of the Department; or his/her authorized representative may send the scanned form and supporting documents to Accounting Section address (accounting.focrg@dswd.gov.ph) or (fo_@dswd.gov.ph for Field Offices)</p> <p>2. B. Personally submit the filled-up form together with the supporting documents to the Accounting Office of Central Office and/or Field Offices concerned.</p> | <p>Email) - The accounting staff shall acknowledge and review the received documents as to completeness and request for original copy or print the emailed scanned documents;</p> <p>(Walk-in) - The Accounting Staff shall receive and secure the completeness of the request form and required supporting documents.</p> <p>Note:</p> | None | 5 minutes | <p>Former employees of the Department ; or</p> <p>His/Her authorized representatives</p> <p>Accounting staff</p> |

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| | <p><i>Only request with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to the client.</i></p> | | | |
| <p>3. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate</p> | <p>The Accounting Staff shall record to the monitoring sheet the details of the request and indicate the schedule to claim the certificate with control number.</p> <p>The accounting staff shall respond to the email of the former DSWD employee for the schedule of the release with reference number of the document or claim stub for the walk-in</p> | None | 15 minutes – walk-in/ email | Accounting staff |
| | <p>Preparation of Certificate for Accounting Certification for former DSWD Employees:</p> <p>The Accounting Staff shall collect the data to the concerned Division/Section/Unit (Cash and HR-PAD) and prepare the request for Accounting Certification of Former DSWD-Employees.</p> | None | 6 days and 35 minutes | Accounting, Cash and HR-PAD Staff |

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| | The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification. | | | |
| <p>4. Present the following:</p> <p>1.1 Former DSWD Employees: Claim stub or Printed Email Acknowledgement Receipt</p> <p>1.2 <i>The Authorized representative must present the following:</i> Authorization letter for the representative, if claimed by person other than the former employee, together with the photocopy of the latter's government- issued ID (1 copy)</p> | The Accounting Staff shall update the status of request for certificate on the monitoring file. All certificates that are ready for release and shall be issued to the requesting party/ies | None | 15 minutes | Accounting Staff |
| 5. Accept the requested certificate and sign the logbook for acknowledgement | The Accounting Staff shall issue and assist the requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees. | None | 5 minutes | Accounting Staff |
| 6. Provide Customer Feedback Form to the requesting party | The Accounting staff shall provide the customer feedback to the requesting party for the service provided. | None | 2 minutes | Accounting Staff |
| TOTAL | | | 6 days, 1 hour and 27 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send a feedback | <p>The client gives feedback through the Client Satisfaction Survey (CSS) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSS Form and drop it to the designated CSS feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed | <p>Every 30th day of the month, the AA of the Unit will collect all the CSS form in the designated feedback box and make a report out from the feedback of the clients written in the CSS form.</p> <p>The report shall be reviewed and signed by the Unit Head before forwarding to the Administrative Assistant at the Office of the Regional Director (ORD).</p> <p>The AA in the ORD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>The consolidated report will be submitted to the Regional Director for signature, reference, and for action. Every 5th day of the following month is the deadline of the consolidated report.</p> |
| How to file a complaint | <p>The former DSWD employee shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s |
| How complaints are processed | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| Contact Information | <p>Accounting Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 104</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> |

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| | <p>P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |
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HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

Frontline Services

1. PROCESSING OF 8888 CITIZENS' COMPLAINT HOTLINE CONCERNS

This service is provided to ensure the efficient and effective, concrete and specific response and actions on concerns, complaints and requests for assistance referred to the Department of Social Welfare and Development through 8888 Citizen's Complaint Hotline in compliance with the 72-hour directive of the President

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| Office or Division: | Human Resource Planning and Performance Management Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C); Government-to-Government (G2G) | | | |
| Who may avail: | Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen's Complaint Hotline | | | |
| Schedule of Availability of Service | Monday-Friday, 8:00 AM- 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| To process 8888 Citizen's Complaint Hotline Concerns: 1. Referral Letter/Reference number from 8888 Citizen's Complaint Center 2. Client's Information if any (Name, Address, Telephone Number, E-mail Address) 3. Complete details of concern | | Agency Operating Center- 8888 Action Center | | |
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| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. 8888 Citizen's Complaint Hotline refer/send the referral letter to DSWD through the 8888 web system | 1. Receive, assess, record, and endorse the ticket to the concerned OBSU, FOs and AA. | None | 20 Minutes | AOC Technical Staff |

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| | <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |
| How to file complaints? | <p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| How complaints are processed? | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| Contact Information | <p>Anti-Red Tape Authority: complaints@arta.gov.ph, 8-478-5093</p> <p>Contact Center ng Bayan: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> <p>Presidential Complaint Center: pcc@malacanang.gov.ph 8888</p> <p>Agency Operating Center:</p> |



aoc@dswd.gov.ph

(+02)89318101 Voip. 10212, 10212, 10214, 10206

DSWD Caraga, R. Palma Street,

Barangay Dagohoy, Butuan City

Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113

Telefax: (085) 815-9173

E-mail: personnel.focrg@dswd.gov.ph

ARTA : complaints@arta.gov.ph

PCC: 8888

2. ISSUANCE OF COMPLETED CENTRAL OFFICE CLEARANCE CERTIFICATE FROM MONEY, PROPERTY AND LEGAL ACCOUNTABILITIES (CO CLEARANCE) TO SEPARATED OFFICIALS AND EMPLOYEES

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

| Office or Division: | Personnel Administration Section | | | |
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| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Transacting Public | | | |
| Who may avail: | Separated Field Office (FO) Officials and Employees (regular and Contractual) who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Document Request Form (DSWD-HRMD5-GF-015) or formal letter or email request | | PAS Receiving Area Client | | |
| Letter of Separation and its acceptance | | Client or if none, 201 File or Per 16 | | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the separated employee/officials and his/her representative (if authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized personnel handling the Per 16 records | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review the documents submitted and check the 201 file / PER 16 to retrieve the FO/CO | None | 6 days, 4 hours and 30 minutes | PAS Focal Person |

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| | clearance certificate on file. | | | |
| | 2.2. If there is an extra original copy of the CO clearance Certificate on file, provide the original copy to the client. If there is only one (1) original copy of the CO Clearance Certificate on file have it photocopied then put a "Certified True Copy" stamp on it | None | | <i>PAS Focal Person</i> |
| | 2.3. Certifying authority shall certify the copy of the CO clearance | None | 2 hours | <i>PAS Head or HRMDD Chief</i> |
| 3. Inform PAS of preferred method of receiving the original/CTC of the CO clearance Certificate | 3. Inform the client that the original/CTC of his/her CO Clearance Certificate is ready for releasing via email/SMS/call/chat and ask for the preferred method of receiving *for pick-up proceed to step 4.2 *for courier service proceed to step 4.1 | None | 5 minutes | Incoming / Outgoing Clerk or <i>PAS Focal Person</i> |
| 4.1. If the original/CTC of the CO clearance certificate is to be sent via courier service, wait until the parcel is sent to the given address | 4.1.1. Prepare and print the transmittal letter with information on how to return the Client Satisfaction Measurement Form and attach original/CTC copy of the CO Clearance and one (1) CSM accomplishment form | None | 1 hour and 5 minutes | <i>PAS Focal Person</i> |
| | 4.1.2. Authorized Certifying Authority sign the transmittal letter | None | | <i>PAS Head</i> |
| | 4.1.3. Encode | None | | Incoming / |

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| | tracking details in the applicable document tracking system or thru logs | | | Outgoing Clerk |
| | 4.1.4. Forward the document to the Records Section for courier service | None | | Incoming / Outgoing Clerk |
| 4.2. If the original/CTC of the CO clearance certificate is for pick-up, proceed to PAD and get the requested document. | 4.2.1. Provide one duly signed/CTC of the CO Clearance to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form. | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 7 days | May be extended depending on the volume of transactions handled |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> |



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| | Every 25 th day of the month is the deadline of the consolidated report. |
| How to file complaints? | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| How complaints are processed? | Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the monthly/ emergency meeting. |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

3. ISSUANCE OF SERVICE RECORD TO SEPARATED OFFICIALS AND EMPLOYEES

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

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| Office or Division: | Personnel Administration Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Transacting Public | | | |
| Who may avail: | Separated FO Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | | |
| FO or CO Clearance Certificate | | Client or if none, 201 File or Per 16 | | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the separated employee/officials and his/her representative (if authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized personnel handling the SR issuances | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review the request based on purpose | None | 6 days, 2 hours and 30 minutes | PAS Focal Person |
| | 2.2 Review/Check the Service Card, copy of FO/CO clearance if available, and other data/information filed at Per 16 as reference | None | | PAS Focal Person |
| | 2.3 Draft or prepare the SR | None | | PAS Focal Person |

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| | 2.3. Certifying authority sign/initial the SR | None | 2 hours | PAS Head and HRMDD Chief |
| 3. Inform PAS on method of receiving the duly-signed SR. | 3. Inform the client that the SR is ready for releasing via email/SMS/Call/chat and ask for the preferred method of receiving *for pick-up proceed to step 4.2 *for courier service proceed to step 4.1 | None | 10 minutes | Incoming / Outgoing Clerk |
| 4.1. If the SR is to be sent via courier service, wait until the parcel is sent to the given address. | 4.1.1. Prepare and print the transmittal letter with information on how to return the Client Satisfaction Measurement Form and attach original copy of the SR and one (1) CSM accomplishment form | None | 1 hour and 5 minutes | PAS Focal Person |
| | 4.1.2. Authorized Certifying Authority sign the transmittal letter | None | | PAS Head |
| | 4.1.3. Encode tracking details in the applicable document tracking system or thru logs | None | | Incoming / Outgoing Clerk |
| | 4.1.4. Forward the document to the Records Section for courier service | None | | Incoming / Outgoing Clerk |
| 4.2. If the SR is for pick-up, proceed to PAS and get the requested document. | 4.2.1. Provide one duly signed SR to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form. | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 6 days 6 hours and 5 minutes | May be extended depending on |

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| | | | the volume of transactions handled |
| FEEDBACK AND COMPLAINTS MECHANISM | | | |
| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> | | |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> | | |
| How to file complaints? | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> | | |
| How complaints are processed? | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> | | |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> | | |

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| | ARTA : complaints@arta.gov.ph PCC: 8888 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/ |
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4. ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO SEPARATED OFFICIALS, EMPLOYEES AND COST OF SERVICE WORKERS

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

| Office or Division: | Personnel Administration Section | | | |
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| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Transacting Public | | | |
| Who may avail: | Separated Field Office (FO) Officials and Employees (regular and Contractual) who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | | |
| CO Clearance Certificate | | Client or if none, 201 File or Per 16 | | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the separated employee/officials and his/her representative (if authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the document request form or send mail/email request and submit to PAS together with | 1. Receive the Request form and requirements and forwards the request to the authorized | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |

| complete supporting documents | personnel handling the COE requests | | | |
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| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review the documents submitted as to purpose and review/check the Service Card, 201 file / PER 16 as reference. | None | 6 days, 4 hours and 30 minutes | PAS Focal Person |
| | 2.2. Draft/Prepare and print the COE | None | | PAS Focal Person |
| | 2.3. Certifying authority shall sign/initial the COE | None | 2 hours | PAS Head or HRMDD Chief |
| 3. Inform PAS of preferred method of receiving the COE | 3. Inform the client that the COE is ready for releasing via email/SMS/call/chat and ask for the preferred method of receiving *for pick-up proceed to step 4.2 *for courier service proceed to step 4.1 | None | 5 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| 4.1. If the COE is to be sent via courier service, wait until the parcel is sent to the given address | 4.1.1. Prepare and print the transmittal letter with information on how to return the Client Satisfaction Measurement Form and attach original copy of the COE and one (1) CSM accomplishment form | None | 1 hour and 5 minutes | PAS Focal Person |
| | 4.1.2. Authorized Certifying Authority sign the transmittal letter | None | | PAS Head |
| | 4.1.3. Encode tracking details in the applicable document tracking system or thru logs | None | | Incoming / Outgoing Clerk |
| | 4.1.4. Forward the document to the Records Section for courier service | None | | Incoming / Outgoing Clerk |

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| 4.2. If the COE is for pick-up, proceed to PAS and get the requested document. | 4.2.1. Provide one duly signed COE to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form. | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 7 days | May be extended depending on the volume of transactions handled |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |
| How to file complaints? | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |

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| How complaints are processed? | Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the monthly/ emergency meeting. |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

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

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

| Office or Division: | Personnel Administration Section | | |
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| Classification: | Complex | | |
| Type of Transaction: | G2C – Government to Transacting Public | | |
| Who may avail: | Separated Field Office (FO) Officials and Employees (regular and Contractual) who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | |
| CO Clearance Certificate | | Client or if none, 201 File or Per 16 | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the separated employee/officials and his/her representative (if authorized representative) | | Client | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------|-----------------------------------------------|
| 1. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized focal person | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review if the client has an encoded ELARS (Electronic Leave Administration and Recording System) *if none, encode the ELARS *if with ELARS review vis-à-vis Leave Card *if ELARS was already reviewed, encode the details to the Certificate and print | None | 6 days, 4 hours and 30 minutes | PAS Focal Person |
| | 2.2. Certifying authority shall sign/initial the Certificate | None | 2 hours | PAS Head and HRMDD Chief |
| 3. Inform PAS of preferred method of receiving the Certificate of LWOP/no LWOP | 3. Inform the client that the certificate is ready for releasing via email/SMS/call/chat and ask for the preferred method of receiving *for pick-up proceed to step 4.2 *for courier service proceed to step 4.1 | None | 5 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| 4.1. If the certificate is to be sent via courier service, wait until the parcel is sent to the given address | 4.1.1. Prepare and print the transmittal letter with information on how to return the Client Satisfaction | None | 1 hour and 5 minutes | PAS Focal Person |



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| | Measurement Form and attach original copy of the Certificate and one (1) CSM accomplishment form | | | |
| | 4.1.2. Authorized Certifying Authority sign the transmittal letter | None | | PAS Head |
| | 4.1.3. Encode tracking details in the applicable document tracking system or thru logs | None | | Incoming / Outgoing Clerk |
| | 4.1.4. Forward the document to the Records Section for courier service | None | | Incoming / Outgoing Clerk |
| 4.2. If the Certificate is for pick-up, proceed to PAS and get the requested document. | 4.2.1. Provide one duly signed Certificate to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form. | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 7 days | May be extended depending on the volume of transactions handled |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
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| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |
| How to file complaints? | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| How complaints are processed? | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

OFFICE OF THE REGIONAL DIRECTOR

Frontline Services

1) Technical Assistance on Social Marketing for the Institutionalization of Completed Social Technologies (STs)

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

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| Office or Division: | | Social Technology Unit (STU) Field Office Caraga | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2C - Government to Citizen G2G – Government to Government | | |
| Who may avail?: | | National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| 1. Written and signed request letter with complete contact details (name and contact information) of the requesting party, 2. Details of the technical assistance needed. | | Requesting Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms o DSWD-Field Office Caraga through Social Technology Unit (STU) requesting for technical | 1) Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and Record the document in the Tracking System. 2) Forward the document to the Head of Office via email or printed copy | None | 30 minutes | Designated Staff |

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| <p>assistance and provide the details of the TA being requested from the bureau.</p> <p>For Field Offices where STUs are under the ARD for Operations the ARDOs will be copy furnished with therequest.</p> | | | | |
| None | <p>3) Assess the requested assistance and identify the concerned division/staff who will take action on the request.</p> <p>For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy-furnished withthe request.</p> | None | 4 hours | Head of Office |
| None | <p>4) Review the document, provide instructions and assign to Technical Staff who will act onthe request, and forward the document to the Designated Staff to record the instruction through hard or electronic copy in the TrackingSystem</p> <p>If the office has a separate Document Tracker, copy furnish him/her for updating and tracking.</p> | None | 4 hours | Division Chief / Section / Unit Head |
| None | 5) Review the request and its attachment. | None | 1 hour | Technical Staff |
| None | 6) Coordinate with the requesting or the needed technical assistance | None | 3 hours | Technical Staff |

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| None | <p>7 Prepare response to the request to include result of coordination with respective offices;</p> <p>7.1 Insert the Client Satisfaction Survey Form / Link in the response if the requested service was already provided through the response.</p> <p>7.2 Insert schedule of follow through activities and actual conduct of meetings, orientation or capability building activities, if the requested service requires.</p> | None | 2 hours | Technical Staff |
| None | <p>8 Review the response to the requesting office:</p> <p>8.1 If approved, submit to the Regional Director, copy furnished the Document Tracker for recording.</p> <p>8.2 If not approved, go back to number 7.</p> | None | 4 hours | Division Chief / Section / Unit Head |
| None | <p>9. Forward the document to the Head of Office, review completeness of attachments and affix e-signatures/initials, proper use of templates</p> | None | 30 minutes | Designated Staff |
| None | <p>10.) Review the response</p> <p>10.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording in the Tracking System</p> | None | 4 hours | Head of Office |

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| | If not approved, goback to number 8. | | | |
| None | 11) Forward the Signed Document Response to the requesting office, through email or mail, record in the monitoring/tracking tool | None | 30 minutes | Designated Staff |
| None | 12.) Keep a copy of the file in the Records /Filing System | None | 30 minutes | Designated Staff |
| None | 13) As may be needed and agreed with the requesting party, conduct actual technical assistance activity (meeting, orientation and capability building activity), either via face-to-face or online means. Administer the Client Satisfaction Survey. | None | 2 days | Technical Staff |
| None | 14.) Keep a copy of the CSS and include in the periodic preparation of CSMR (refer to the DSWD Client Satisfaction Measurement Survey and Continual Improvement System Procedure Manual) | None | 1 hour | Designated Staff |
| TOTAL | | None | 5 days. 2 hours | |

2) Technical Assistance along Social Technology Development or Sectoral Concerns

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

| Office or Division: | | Social Technology Unit (STU) Field Office Caraga | | |
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| Classification: | | Complex | | |
| Type of Transaction: | | G2C - Government to Citizen G2G – Government to Government | | |
| Who may avail?: | | DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| Request Letter | | From the requesting LGU, NGO, or NGA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STU requesting for technical assistance and provide the details of the TA being requested from the unit. For Field Offices where STUs are under the ARD for Operations, the ARDOs will be copy furnished with the request. | 1.1. Receive the Signed Document on the Request for TA; Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; and record the document in the Tracking System Forward the document/email to the Head of Office via email or printed copy. | None | 30 minutes | Designated Staff |
| | 1.2. Assess the requested assistance if it is within the scope of the Bureau, or if there are existing ST projects for TA being | None | 4 hours | Office Director |

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| | requested. Identify the concerned division/ staff who will take action on the request. | | | |
| | 1.3. Record the note of the Unit Head and forward the document/ email to the concerned division. | None | 1 hour | Designated Staff |
| | 1.4. Review the document, assign staff who will act on the request and provide instruction/s. Forward the document/ email to the staff assigned. | None | 4 hours | Division/Section/ Unit Head |
| | 1.5. Review the request for technical assistance and prepare a reply relative to the TA being requested on available data. Coordinate with the requesting office as necessary. If the TA being requested only needs written technical assistance, actual TA must be provided by officially communicating it to the requesting office. Ensure inclusion of the Client Satisfaction Survey link in the memorandum/letter. | None | 2 working days | Technical Staff |

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| | <p>1.6. Review and approve the official reply and its attachments.</p> <p>If with comments for revision, return to step 1.4.</p> <p>If approved, proceed to step 1.7</p> | None | 2 hours | Division/Section/ Unit Head |
| | <p>1.7. Forward the document to the Head of Office, review completeness of attachments and affixed e-signatures/ initials, proper use of templates.</p> | None | 30 minutes | <i>Designated Staff</i> |
| | <p>1.8. Review and sign the document or affix e-signature on a PDF copy of the document prepared by the technical staff.</p> <p>If with comments for revision, return to step 1.6.</p> <p>If approved, proceed to step 1.8.</p> | None | 2 hours | Office Director |
| | <p>1.10. Record the signed document in the Tracking System. Send the reply to the requesting office, either via email or courier.</p> | None | 15 minutes | Designated staff |

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| | 1.11. As may be needed and agreed with the requesting party, conduct actual technical assistance activity either via face-to-face or online means. Administer the Client Satisfaction Survey. | None | 2 days | Technical Staff |
| TOTAL | | None | 5 days, 6 hours 15 minutes | |

3) Sharing of Data, Information, and Knowledge Products on Social Technologies (STs)

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

The service aims to provide accurate and relevant data, and knowledge products on social technologies that respond to the emerging needs of the poor, vulnerable, and disadvantaged sectors that the DSWD and other intermediaries ought to serve. The requested data may be used for policy, program formulation, and implementation.

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| Office or Division: | | Social Technology Unit (STU) Field Office Caraga | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2C - Government to Citizen G2G – Government to Government | | |
| Who may avail?: | | DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil SocietyOrganizations (CSOs), and academe | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| Request Letter | | From the requesting NGAs, LGUs or CSOs | | |
| Template of data requirement (ifapplicable) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| The Local Government Units, NGOs, Academe, and other National Government Agencies write an official request through email or other electronic platforms to STB requesting for data, information, and knowledge products regarding completed Social Technologies. For Field Offices where STUs are under the ARD for Operations, the | 1) Receive the Signed Document or accomplished Request Form (request for data, information, andother knowledge products); Review attachments and signatures; Tag as priority ISO/EODB document; Affix routing slip; andrecord the document in the Tracking System 2) Forward the | None | 45 minutes | Designated Staff |

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| ARDOs will be copy furnished with the request. <i>Lahat ng mga sulat parasa mga kahilingan ay mangyaring ipadala via email sa:</i> socotech.focrg@dswd.gov.ph | document/email to the Head of Office via email or printed copy. | | | |
| None | 3) Assess the request and provide instruction and forward the document to the Division Chief concerned, copy furnished the Document Tracker for recording/ tracking 3.1) For Field Offices where STUs are under the ARD for Operations, the ARDOs will be Copy-furnished with the request. | None | 4 hours | Head of Office |
| None | 4) Review the document, provide instructions and assign to Technical Staff who will act on the request, and forward the document to the Administrative Staff to record the instruction through hard or electronic copy If the office has a separate Document Tracker, copy furnish him/her for updating and tracking. | None | 4 hours | Division Chief / Section / Unit Head |
| None | 5) Review the request and determine source and method of sharing data 5.1) If available in the website, include the link from the STB website or FO website. | None | 8 hours | Technical Staff |

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| | <p>5.2) If not available, coordinate with the requesting party if necessary to ensure that data to be shared are not privileged and sensitive information in adherence to the Data Privacy Act (DPA); with the Program Focal Person/s to generate the data needed; and with the PDPS for regional data</p> <p>5.3) If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting party following the DSWD Data Privacy Manual or endorse to the Policy Development and Planning Bureau (PDPB) or Field Office Policy and Plans Division (PPD)</p> | | | |
| None | 6. Prepare response to the requesting party; Include Client Satisfaction Survey | None | 1 hour | Technical staff |
| None | <p>7. Review the response to the requesting office:</p> <p>7.1. If approved, submit to the Head of Office, copy furnished the Document Tracker for recording.</p> <p>7.2. If not approved, go back to Number 6</p> | None | 2 hours | Designated Division Chief / Section / Unit Head |
| None | <p>8. Review the response</p> <p>8.1. If approved, sign the document and forward to outgoing staff, copy furnished the Document Tracker for recording</p> <p>8.2. If not approved, go back to Number 7</p> | None | 2 hours | Head of Office |

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| None | 9. Forward the response to the requesting office, through email or mail, record in the monitoring/tracki ng tool | None | 30 minutes | Designated Staff |
| TOTAL | | None | 2 days, 6 hours and 15 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback and/or complaints | <p>After provision of every Service, the Attending Action Officer or STU Staff shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed version as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box near the door of the Social Technology Bureau if applicable.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> ✓ For verbal feedbacks: Customer may call Field Office Landlines located below. ✓ For written feedbacks/complaints: Customer may email the concerned Field Office listed below. |
| How feedbacks are processed | <p>The designated STU - Anti-Red Tape Unit (ARTU) opens daily the suggestion box and compiles and records all feedback submitted</p> <p>Every end of the Month, the designated member of STU - Anti-Red Tape Unit (ARTU) consolidates and analyzes the results of the Customer Satisfaction Survey (CSS) administered via Google Form and the Feedback received via suggestion box. The consolidated CSS Report shall be submitted to the Regional Director and the Committee on Anti-Red Tape (CART).</p> <p>The Regional Director shall forward to the STU all feedback/complaints requiring answers. The STUs are required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the Field to the feedback/complaint is then relayed to the citizen.</p> <p>The results of feedback are reported during the General Staff Meeting and/or Management Committee (ManCom) meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the Regional Office listed below.</i></p> |
| How to file a complaint | <p>The Complaints may be filed through the following channels:</p> <ul style="list-style-type: none"> • Formal channel: Email addressed to Regional Director via (please use as subject "Complaint") • Informal channels: through phone calls to concerned Regional Office listed below (085) 303-8620 |



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| | <ul style="list-style-type: none"> Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau. <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> ✓ Staff/Person/s Involved ✓ Incident and other facts ✓ Evidence |
| How complaints are processed | <p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau. Said focal shall then forward the complaint for processing and evaluation by the Grievance Committee composed of the Management Committee (ManCom), led by the Bureau Director.</p> <p>Upon careful investigation of the Complaint, the Grievance Committee shall prepare a response letter to the Complainant.</p> <p>A report shall also be forwarded to the Cluster Head on the complaints as well as the actions taken and recommendation/s by the Grievance Committee.</p> <p>Complainants may also follow-up the actions taken by the Bureau through telephone numbers (02) 8931-8144 / (02) 8951-7124 and email at soctech@dswd.gov.ph.</p> <p>Contact Information of CCB, PCC, ARTA</p> <ul style="list-style-type: none"> Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph before CSC (Civil Service Commission) 0908-881-6565 |

PANTAWID PAMILYANG PILIPINO PROGRAM DIVISION

Frontline Services

1. 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.

| Office or Division: | 4Ps Division | | | |
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| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> ▪ If 4Ps beneficiary, 4Ps ID; ▪ If non-4Ps beneficiary, none. | | Issued by the assigned City/Municipal Link, Community Facilitators | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. 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 | Guard on duty |
| 2. Proceed to the 4Ps | 2.1. Receive the client, inquire what the | None | 5 minutes | Officer-of-the-Day / Assigned |

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| Assistance Desk for verification of identity. | 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> | | | <i>Focal Person</i> |
| 3. Provide details about the grievance and supporting documents, if available, depending on the type of grievance reported. Fill out a grievance form. | <p>3.1 Encode the grievance correctly and completely in the GRS Information System / Tracker.</p> <p>3.2 If the client is a beneficiary or a former beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).</p> <p>3.3 Check the supporting documents provided, if available.</p> <p>3.4 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</p> | None | 20 mins. | <i>Officer-of-the-Day / Assigned Focal Person</i> |

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| | <p>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> | | | |
| 4. None | <p>4.1 Administer the client Satisfaction Measurement Survey</p> <p>4.2 Analyze the data and include it in the Client Satisfaction Measurement Report.</p> | None | 5 minutes | <i>Officer-of-the-Day / Assigned Focal Person</i> |
| 5. Proceed to the exit area for dismissal. | <p>5.1 Dismiss the client gracefully.</p> <p>If the grievance is already resolved, proceed to Step 6.1.4.</p> | None | 1 minute | <i>Guard on Duty</i> |
| 6. None | 6.1. If the grievance is not yet resolved, endorse the grievance to the | None | 7 hours and 7 minutes | <i>Officer-of-the-Day / Assigned Focal Person</i> |



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| | concerned office (FMD, PSD and/or other Field Office OBSU) for processing and feedback within three (3) working days. | | | |
| | 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> |
| Total if grievance is resolved outright | | None | 33 minutes | |
| Total if grievance is referred to OBSU/s for resolution and feedback is provided to the client. | | None | 3 working days | |

FEEDBACK AND COMPLAINTS MECHANISM

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| 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 |
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| | 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 5th to 10th 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 (pantawid.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence |
| How complaints are processed? | 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. |

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| | Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action. |
| Contact Information | <p>For Pantawid Pamilyang Pilipino Program concerns, you may contact: Pantawid Hotline - 09658354188 Pantawid e-mail address – pantawid.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> <p>SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

2. 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.

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| 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 |
| 2. 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 | None | 2 minutes | PACC Desk Officer and/or clerk |



| | Pamilyang Pilipino Program Office | | | |
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| 1. Submit the requirements to the attending staff | <p>3. Attending staff to check the requirements based on the checklist</p> <p>3.1 Issue Acknowledgement Slip to client once checked</p> <p><i>NOTE: Additional documents may be required under special circumstances.</i></p> | None | 3 minutes | PDO I / Regional Systems Focal Person |
| 4. Interview with the Attending staff / Regional Systems Focal Person/s | <p>3. Attending Staff conducts interview with the client/s</p> <p>4.1 Conduct interview to client/s and records pertinent information</p> <p>4.2 Answers further queries, issues or concerns</p> | None | 5 minutes | PDO I / Regional Systems Focal Person |
| 5. Fill up the Request Form and answer further questions if there is. | <p>4. Check the details of the clients in the Pantawid Pamilya Information System (PPIS) to determine the membership status of the household.</p> <p>4.1 Issue acknowledgement slip to client once the</p> | None | 10 minutes | PDO I / Regional Systems Focal Person |



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| | accomplished form is processed. | | | |
| 6. Check the correctness of the details/ information reflected in the Certification | <p>5. Prepare the Certification</p> <p>5.1 Facilitate its approval</p> <p>5.2 Give to the client the certification once approved</p> | None | 5 minutes | <p><i>PDO I / Regional Systems Focal Person</i></p> <p><i>Regional Program Coordinator / Asst. RPC / Alternates</i></p> |
| 7. Accomplish the Client Satisfaction Survey Form | 6. Administer the Client Satisfaction Survey Form to clients and issues acknowledgement receipt as proof that the transaction is successfully done. | None | 5 minutes | <i>PDO I / Regional Systems Focal Person</i> |
| | TOTAL: | No Fees | 30 minutes | |

FEEDBACK AND COMPLAINTS MECHANISM

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| 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? | Every 5 th 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 |

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| | <p>Promotive Services Division and to be forwarded to the Human Resource and Management Development Division Chief for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.</p> |
| How to file complaints? | <p>Citizen with complaints relative to Pantawid Pamilyang Pilipino Program and / or the availed services may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via Pantawid Hotline (09658354188) or e-mail (pantawid.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> ▪ Name of Complainant ▪ Address ▪ Name of Person/Entity being complained ▪ Issue/Concern ▪ Evidence |
| How complaints are processed? | <p>Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.</p> |
| Contact Information | <p>For Pantawid Pamilyang Pilipino Program concerns, you may contact:</p> <p>Pantawid Hotline - 09658354188</p> <p>Pantawid e-mail address – pantawid.focrg@dswd.gov.ph</p> |



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| CONTACT CENTER NG BAYAN: | |
| SMS | : 0908 881 6565 |
| Call | : 165 56 |
| | P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines |
| Email | : email@contactcenterngbayan.gov.ph |
| Facebook | : https://facebook.com/civilservicegovph/ |
| Web | : https://contactcenterngbayan.gov.ph/ |

POLICY AND PLANS DIVISION

Frontline Services

1. 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).

| Office or Division: | National Household Targeting Section/Policy and Plans Division | | | |
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| Classification: | Highly Technical | | | |
| Type of Transaction: | Government to Government (G2G), Government to Citizen (G2C) | | | |
| 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 (including reasons for the request) 2. 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) 3. Electronic copy of the Data requirements 4. Designated Data Protection Officer (DPO) 5. Valid Proof of Identified of the agency head and DPO | | Provided by the requesting party | | |
| 6. Memorandum of Agreement 7. 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 | 1. Receive and record the request in the document | None | 5 minutes | Administrative Assistant |



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| attached e-copy of the data requirements to NHTS . | <p>transaction/tracking system.</p> <p>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.</p> <p>1.2 Forward the request to the Director for approval</p> | | | |
| | 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 endorse it to the RFC. | None | 10 minutes | PPD Chief |
| | <p>4. Inform the client on the approval or disapproval of the data request based on the DSWD MC 12 s 2017</p> <ul style="list-style-type: none"> • If approved-the orientation will be scheduled including preparation of document requirements for submission. • If disapproved-inform the requesting party of the disapproval. <p>End Process.</p> | None | 30 minutes | RFC/Project Development Officer |



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| 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 6.1 Make 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 Data Protection Officer | None | 2 hours | RFC |
| | 9. Assess the MOA, purpose, and attachment. 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 |



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| | 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"> • 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 <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> |



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| | 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 |
| TOTAL | | No Fees | 11 days, 2 hours, 55 minutes | |
| *With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party | | | | |

FEEDBACK AND COMPLAINTS MECHANISMS

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| 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: nhts.focrg@dswd.gov.ph |
| How feedbacks are processed | Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation. |
| How to file a complaint | You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section |
| How complaints are processed | Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings. |
| Contact Information of CCB, PCC, ARTA | Concerned staff/requester may call the designated extension number: |

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| | <p>National Household Targeting Section</p> <p>3rd Floor, Pahigayon Building</p> <p>DSWD Caraga, R. Palma Street,</p> <p>Barangay Dagohoy, Butuan City</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 247</p> <p>Telefax: (085) 815-9173</p> <p>E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</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 : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |
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2. 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 |
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| 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 | Provided by the Requesting Party |



| <ul style="list-style-type: none"> 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) Designated Data Protection Officer (DPO) Valid Proof of Identities of the agency head and DPO | | | | |
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| <ul style="list-style-type: none"> Memorandum of Agreement 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 | 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 expected schedule of release of the results | None | 5 minutes | Administrative Assistant |
| | 2.Decide if the request is for processing of not. <ul style="list-style-type: none"> The PPD Chief input comments and decisions and endorse to the NHTS-PDO/RFC | None | 2 hours | PPD Chief |
| | 3.Inform the requesting party on the approval/disapproval | None | 10 minutes | Project Development Officer |



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| | <p>of the data request based on the DSWD MC 12, s 2017</p> <ul style="list-style-type: none"> • <i>If approved</i> –the inspection meeting will be scheduled including preparation of documentary requirements for submission. • <i>If disapproved</i>-inform the requesting party of the disapproval | | | |
| 2. Requesting party will attend the scheduled orientation with the PDO | <p>4. Orient the requesting party on Listahanan and discussion of the Salient Provision of the Data Privacy Act</p> <p>4.1 Hand-over of the copy of the law, its IRR and the issuances of the NPC</p> | None | 2 hours | <i>NHTS Inspection Team</i> |
| 3. Compliance and Submission of signed Memorandum of Agreement and documentary requirements to NHTS | <p>5. Review all submitted documentary requirements including MOA submitted by the requesting party.</p> <p>5.1 Make a schedule with the requesting party on the inspection meeting.</p> | None | 2 hours | <p><i>RFC</i></p> <p><i>Information Technology Officer</i></p> |
| 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 | None | 1 day | <i>NHTS Inspection Team</i> |



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| | <p>Listahanan data</p> <ul style="list-style-type: none"> Inspect the IT facilities of the requesting party Collection of documentations based on data requirements <p>*Note-NHTS conduct signing of the certifications of the inspection completion and exit conference</p> | | | |
| | 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> |
| | <p>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.</p> <ul style="list-style-type: none"> If not in accordance with the required template-inform the requesting party for revision If in accordance-ITO shall inform the | None | 1 hour | <i>Information Technology Officer</i> |

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| | 16. Give the password of the file to the requesting party thru phone upon inquiry. And administer CSMS form per CART guidelines. | None | 5 minutes | Information Technology Officer |
| *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 | TOTAL: | None | 10 days, and 2 hours. | |

FEEDBACK AND COMPLAINTS MECHANISMS

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| 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: nhts.focrg@dswd.gov.ph |
| How feedbacks are processed | Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation. |
| How to file a complaint | You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section |
| How complaints are processed | Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings. |
| Contact Information of CCB, PCC, ARTA | Concerned staff/requester may call the designated extension number: National Household Targeting Section |

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| | <p>3rd Floor, Pahigayon Building</p> <p>DSWD Caraga, R. Palma Street,</p> <p>Barangay Dagohoy, Butuan City</p> <p>Tel. Nos.: (085) 342-5619 to 20 loc. 247</p> <p>Telefax: (085) 815-9173</p> <p>E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</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 : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |
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3. DATA SHARING – STATISTICS / RAW DATA REQUEST

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

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| Office or Division: | National Household Targeting Section/Policy and Plans Division |
| Classification: | Complex |
| Type of Transaction: | Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B) |
| Who may avail: | All |
| <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> | |



| 1. Letter of Request (specify purpose and data requested) | | | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 | None | 5 hours | Regional Field Coordinator |



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| | <p>that can be requested if the requested data is not available in the <i>Listahanan</i> database.</p> <p>b. Clear-Endorse request to the Associates Statisticians for data generation</p> | | | |
| | <p>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.</p> <p>4.1. Draft reply letter/ memorandum</p> <p>4.2. Submit to RFC</p> | None | 1 day | Associate Statistician |
| | <p>5. Review generated statistical/ raw data.</p> <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> | None | 5 hours | Regional Field Coordinator |



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| | b. Accurate – Submit the generated statistical/raw data to the PPD Chief. | | | |
| | 6. Review facilitated data, countersign reply letter/ memorandum and endorse to the NHTS Regional Director for approval and release. | None | 5 hours | PPD Chief |
| | 7. Further review the facilitated data request for approval to release. If the generated statistics/ raw data is: a. <i>Not</i> accurate and acceptable – Return the facilitated data request to the Statistics section for revisions. b. <i>Accurate and acceptable</i> – Sign the reply letter/ memorandum. The facilitated data request will be approved for release. | None | 5 hours | Regional Director |
| 2. Receive the data requested | 8. Facilitate the release of the | None | 10 minutes | Administrative |

| | | | | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------|-----------------------------------------------------------------|
| | approved data request to the requesting party. <ul style="list-style-type: none"> Administer the CSMS form per CART guidelines. | | | Assistant Associate Statistician |
| Total: | | None | 4 days, 1 hour, 20 minutes | |

| 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: nhts.focrg@dswd.gov.ph |
| How feedbacks are processed | Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation. |
| How to file a complaint | You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section |
| How complaints are processed | Complaints received are consolidated every 30 th day of every month and will be part of the agenda during the quarterly/ special meetings. |
| Contact Information of CCB, PCC, ARTA | Concerned staff/requester may call the designated extension number: National Household Targeting Section 3 rd Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City |

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| | <p>Tel. Nos.: (085) 342-5619 to 20 loc. 247</p> <p>Telefax: (085) 815-9173</p> <p>E-mail: nhts.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</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 : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |
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4. WALK-IN NAME MATCHING DATA PROCESS

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.

| Office or Division: | National Household Targeting Section/Policy and Plans Division | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Classification: | Simple | | |
| Type of Transaction: | G2G-Government to Citizen | | |
| Who may avail: | -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.) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| <ul style="list-style-type: none">(1) Valid Identification Card/Proof of IdentityWalk-in Name Matching Form (1 original) | | <ol style="list-style-type: none">(Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)National Household Targeting Section-Administrative Assistant | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------------------|
| 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 2.1 Endorse request to the Project Development Officer (PDO) | None | 5 minutes | Administrative Assistant III |
| | 3. Interview the client to evaluate the validity of the request as to its purpose <ul style="list-style-type: none"> • <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. • <i>If valid</i>-Forward the request to the Information Technology Officer for matching Note: *In case, the ITO is on official travel, the client shall leave his/her contact details. | None | 10 minutes | Project Development Officer |

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|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------|--------------------------------|
| | 4. Process the name matching request <ul style="list-style-type: none"> • Manual verification • Running of name matching application *Note: 1 day processing time if the ITO is on official travel | None | 5 minutes | Information Technology Officer |
| | 5. Review and archive result. 5.1 Endorse result to the PDO | None | 5 minutes | Information Technology Officer |
| 3. Receive Name Matching Result | 6. Present and explain the result of name matching and administer the CSMS form (per CART Guidelines) | None | 5 minutes | Project Development Officer |
| | TOTAL | None | 45 minutes | |

| 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: nhts.focrg@dswd.gov.ph |
| How feedbacks are processed | Every 1 st week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation. |
| How to file a complaint | You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section. |

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

1. Approval for the conduct of research studies in DSWD Offices, Centers, and Institutions

Approval is issued to internal and external researchers who intend to conduct research studies related to or involving the Department. The processing of requests to conduct research studies in DSWD Offices, Centers, and Institutions particularly applies to researchers who wish to acquire primary data through first-hand investigation, e.g., face-to-face interviews, survey questionnaires, focused group discussions, case study among others from the DSWD including clients/beneficiaries currently at its Centers/Institutions, and on-going DSWD programs, projects, and services wherein their main subject of research study involves DSWD as an organization. Request to conduct such activities need to undergo research protocol. Research in which target respondents **involve more than one (1) region** shall seek the approval of the PDPB Director. Research requests must be submitted to PDPB Director at least one (1) month before the projected start of data gathering activity.

On the other hand, research requests for the following need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit:

- Observations and/or photovideo/audio shoots at DSWD premises, except those involving DSWD's clients or beneficiaries. If a photo, audio or video of client or beneficiary is essential for the study, researcher shall secure the consent of the Center Head/Client/Beneficiary.
- Briefing/interview/orientation sessions with key focal persons in the Central Office on general information about DSWD programs, policies and projects. The Department however, discourages requests for "practice interviews" of DSWD personnel for the sole purpose of student's acquisition of interview skills, in consideration of the valuable time taken away from the personnel when accommodating student researchers.
- Conduct of surveys with DSWD employees about subject matters that do not directly concern the Department or not related to the Department's program operations.
- Studies conducted by consultants/researchers under the Technical Assistance Facility (TAF) grant portfolio. The researchers, however shall adhere on the policies in undertaking research and evaluation studies as stipulated in the Guidelines for the Conduct of Research and Evaluation in the DSWD.

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| Office or Division: | Policy Development and Planning Bureau (PDPB) - Research and Evaluation Division (RED) |
| Classification: | Highly Technical |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government |
| Who may avail: | Internal researchers (e.g., DSWD personnel researching to pursue higher academic education) and external researchers (e.g., students, academe, |



other government agencies including members of other branches of government, local and international organizations or research institutions, and other independent researchers) who intend to conduct research studies related to or involving the Department.

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| If request shall not undergo Research Protocol: 1. Request letter | Researcher |
| If the request shall undergo Research Protocol: 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments | Researcher PDPB-RED PDPB-RED Researcher |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|------------------------------|
| 1. Submit the request letter and/or the research request documents | 1. Receive request 1.1. Receive the request letter addressed to the PDPB Director and/or the research request documents and encode the details in the office's tracking system for incoming documents 1.2. Furnish researcher with a receiving copy of the request letter. If request is received through email, reply and acknowledge receipt. 1.3. Endorse to the Division Chief (PDPB-RED) for assignment and further instructions (if any) to the concerned technical staff | None | 4 hours | Administrative staff PDPB |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------------------------|
| | 1.4. Review the request and assign to available technical staff | None | 4 hours | Division Chief or OIC PDPB-RED |
| | 1.5. Review the request as to area/region of coverage (<i>refer to MC 10, s. 2019 Section VII, Item No. 4</i>) to ensure that it is sent to the correct office. Otherwise, endorse to the correct office. | None | 4 hours | Technical Staff PDPB-RED |
| | 1.6. Assess the research request if the request shall undergo research protocol (i.e., approval of the PDPB Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i> | None | 4 hours | Technical Staff PDPB-RED |
| | 1.6.1. For requests that need not go through the protocol , endorse researcher to the concerned DSWD Offices/Bureaus/Sections/ Units (OBSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email) then | None | 2-4 days | Technical Staff PDPB-RED |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-------------------------------------------------------------------------------|
| | request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3. | | | |
| | 1.6.2. For requests that need to go through the protocol , review submitted documents as to completeness 1.6.3. If documents are complete, proceed to step 2. Otherwise, assist the researcher in the completion of documentary requirements and provide orientation on the research protocol. | None | 2 days | Technical Staff <i>PDPB-RED</i> |
| 2. Submit complete documentary requirements (Request letter, <i>Accomplished Research Request</i>) | 2. Review of research request with concerned OBSUs and Field Offices (FOs) 2.1. Review and assess the submitted documents in consultation with the concerned OBSUs and FOs | None | 7 days | Technical Staff <i>PDPB-RED</i> <i>Concerned DSWD OBSUs and FOs</i> |



| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------|------------------------------------------------|
| Form, Research Brief, and research instruments) | | | | |
| | 2.2. Receive the comments/inputs and recommendations from other offices. These shall be the basis for decision to approve/ disapprove the request. | None | 2 days | Technical Staff PDPB-RED |
| | 2.3. To recommend Approval? | None | 1 day | Technical Staff and Division Chief PDPB-RED |
| | 2.3.1. Yes - Prepare a recommendation for approval using the <i>Outline Memorandum of Recommendation on the Research Request</i> for review and initial of the Division Chief. This shall include the consolidated recommendations from the concerned OBSUs/FOs. | | | |
| | 2.3.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed | | | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------------|
| | to be made. Two (2) days will be given to the researcher to officially respond through a letter, if they will continue or terminate their request. If pursuing request, ask the researcher to re-submit the revised request based on DSWD's comments, then go back to step 2. Otherwise, request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3. | | | |
| | 1.1. PDPB Director to approve/disapprove request based on recommendations | None | 1 day | Director PDPB |
| | To approve? 1.1.1. Yes - Inform researcher and endorse to the concerned OBSUs/FOs. | | | Technical Staff PDPB-RED |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------|---------------------------------------------|
| | Coordinate with the concerned office where the research request was endorsed and assist the researcher in matters in matters related to conduct of data-gathering activities, then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3. | | | |
| 3. Accomplish the <i>Client Satisfaction Measurement Survey</i> | 2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) | None | 15 minutes | Technical/ Administrative Staff PDPB-RED |
| | Total | None | 6 days and 15 minutes or 15 days and 15 minutes¹ | |

¹ The former, if the request would undergo the research protocol, or the latter, if the request would not undergo the research protocol

1. Obtaining Social Welfare and Development (SWD) Data and Information

The SWD data and information is provided to internal and external researchers who are requesting current and secondary SWD data and statistics from the Department. Request for SWD data and information need not go through the protocol and may be approved and provided by submitting a letter of request addressed to the head of the concerned office, bureau, service or unit. Secondary SWD data refers to data that has already been consolidated and/or published by DSWD and readily available as public document.

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|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office or Division | Policy Development and Planning Bureau (PDPB) - Planning and Monitoring Division (PMD) |
| Classification | Simple |
| Type of Transaction | G2C - Government to Citizen G2G - Government to Government |
| Who may avail | DSWD personnel conducting research for the purpose of pursuing higher academic education and external researchers such as students, academe, other government agencies including members of other branches of government, local and international organizations or research institutions and other independent researchers who are requesting current and secondary SWD data and statistics from the Department. |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Request letter | Requesting party |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|------------------------------|
| 1. Submit the required document (<i>request letter</i>) | 1. Receive and acknowledge request for SWD data 1.1. Receive the request letter then request the requesting party to login into the Researcher's Logbook and provide the requesting party with receiving copy of request, if walk-in client or print out | None | 15 minutes | Administrative Staff PDPB |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------|-----------------------------------|
| | the request letter and acknowledge receipt, if request is received via email 1.2. Check the completeness of information in the request (i.e., specific data, scope, coverage, and year) | | | |
| | 1.3. Encode the details in the office's tracking system for incoming documents | None | 5 minutes | Administrative Staff PDPB |
| | 1.4. Endorse to the Division Chief (PDPB-PMD) for assignment and further instructions (if any) to the concerned technical staff | None | 5 minutes | Administrative Staff PDPB |
| | 1.5. Assign data request to concerned technical staff | None | 5 minutes | Division Chief or OIC PDPB-PMD |
| | 1.6. Assess the data request if the data/information are available within the office | None | 10 minutes | Technical Staff PDPB-PMD |
| | Data available within DSWD? | | | |
| | 1.6.1. Yes, within PDPB - Prepare the requested data/information then proceed to step 1.7 | None | Single data: 1-3 hours Multiple data: 1 day | Technical Staff PDPB-PMD |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------------------|
| | <p>1.6.2. Yes, within other OBSUs - Endorse the request to the concerned OBSU using the <i>Endorsement of Research and SWD Data Request Form</i> then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> <p>1.6.3. No - Inform the requesting party of other sources of data then request the requesting party to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2.</p> | None | 30 minutes | Technical Staff PDPB-PMD |
| | 1.7. Prepare response letter with the requested data for submission to the Division Chief for review, approval, and initial | None | 30 minutes | Technical Staff PDPB-PMD |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------------------------------|------------------------------------------|
| | 1.8. Review, approve, and endorse response letter with the requested data to the PDPB Director for approval and signature | None | 20 minutes | Division Chief or OIC PDPB-PMD |
| | 1.9. Approve and sign the response letter with the requested data | None | 4 hours | Director PDPB |
| | 1.10. Send the signed/approved response letter with the requested data to the requesting party then request the data user to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 2. | None | 30 minutes | Administrative/ Technical Staff PDPB |
| 2. Accomplish the <i>Client Satisfaction Measurement Survey</i> | 2. Receive the accomplished <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) | None | 10 minutes | Administrative/ Technical Staff PDPB-PMD |
| | Total | None | 1 day, 1 hour, 10 minutes or 1 day, 6 hours, 40 minutes² | |

FEEDBACK AND COMPLAINTS MECHANISM

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How to send feedback | Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPB to monitor the implementation of the research protocol. The feedback form shall be accomplished after the processing of the request. |
| How feedbacks are processed | Feedbacks are monitored and consolidated by the assigned PDPB Technical Staff. Responses are analyzed and will form part of the <i>Client Satisfaction Measurement Report</i> . The recommendations from the researchers/requesting parties are considered to improve service delivery. |
| How to file a complaint | <p>Feedback/remarks, including complaints, may be indicated in the <i>Client Satisfaction Measurement Survey</i> and will be coursed through the assigned technical staff's email for appropriate response/action.</p> <p>In case of an appeal, the researcher/requesting party may file a written appeal within 10 working days from receipt of the notice of disapproval.</p> |
| How complaints are processed | PDPB Technical Staff to receive the appeal and endorse recommendation with the Division Chief's initials to the PDPB Director. An official response letter will be communicated to the researcher/requesting party informing of the decision. |
| Contact information of CCB, PCC, ARTA | <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS) 165 56 (call) https://facebook.com/civilservicegovph/ (Facebook) https://contactcenterngbayan.gov.ph/ (Web)</p> |

3. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation and Organization: Regional Temporary Permit During State of Emergency/Calamity

The process of assessing the applicant person, groups, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign during State of Emergency/Calamity.

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|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Office or Division: | Standards Section – DSWD Field Office | |
| Classification: | Complex Transaction | |
| Type of Transaction: | Government to Client (G2C) | |
| Who may avail: | Person/s, group/s, corporations whether profit or non-profit, organizations or associations desiring to solicit or receive contributions for charitable, social and public welfare purposes | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 2 - DSWD-SB-PSF-002: Application Form | |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal | |



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| 3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p> |
| 4. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p> |
| 5. Additional Requirements for Persons | <ul style="list-style-type: none"> • Applicant |
| <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</p> | |
| 6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) Applicant | <ul style="list-style-type: none"> • Applicant |
| B. For Person/s representing an unorganized/unregistered group | |
| 1. One (1) Duly Accomplished Application Form signed by the applicant person or head of agency or his/her authorized representative | <ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p> |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |
| 3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p> |



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| 4. Additional Requirements for Persons representing an informal/unorganized group | <ul style="list-style-type: none"> Applicant |
| a. Two valid government issued Identification Cards b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity c. Endorsement Letter from the group the person is representing with | |
| 5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | <ul style="list-style-type: none"> Applicant |
| 6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 2 - DSWD-SB-PSF-002: Application Form |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal |
| 3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 7 - DSWD-SB-PSF-006: Undertaking |
| 4. Fund Utilization Report of proceeds and expenditures. | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report |
| 5. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U) | <ul style="list-style-type: none"> Applicant |



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| <p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms | <ul style="list-style-type: none"> • Applicant |
| <p>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</p> | |
| <p>1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p> | <ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p> |
| <p>2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |
| <p>3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 7 - DSWD-SB-PSF-006: Undertaking</p> |
| <p>4. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU)</p> | <ul style="list-style-type: none"> • Applicant |
| <p>5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p> |



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| <p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms | <ul style="list-style-type: none"> • Applicant |
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Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in) | | | | |
| Step 1: Submission of Application | <p>1. Determine whether the submitted documents are complete.</p> <p>If complete. receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.</p> <p>1.1. Prepares billing statement for the payment of the processing fee to Cash Section</p> <p>1.2. Instruct the applicant to settle the processing fee at the DSWD Field Office – Cash Unit.</p> <p>If incomplete. return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p> | PhP500.00 | 30 minutes | Standards Section Support Staff |

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.



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| <p>Step 2: Awaits the result of Assessment</p> | <p>Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;</p> <p><i>May conduct validation activities, collateral interview and/or agency visit, if necessary.</i></p> <p>Step 2a – If found compliant to eligibility and documentary requirements</p> <p>1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary</p> <p>2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director</p> | <p>None</p> | <p>4 hours</p> | <p><i>NFRC Focal Person – Standards Section – DSWD Field Office</i></p> |
| <p>Step 2: Awaits the result of Assessment</p> | <p>Step 2b – If found non-compliant to eligibility and documentary requirements</p> <p>1. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p> | <p>None</p> | <p>2 hours</p> | <p><i>NFRC Focal Person – Standards Section – DSWD Field Office</i></p> |
| | <p>2. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.</p> | <p>None</p> | <p>3 hours</p> | <p><i>Standards Section Head/ Division Chief/Regional Director</i></p> |
| <p>Step 3: Awaits the result of application</p> | <p>4.1 Review and Sign assessment report with complete application documents</p> <p>4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>4.3 Endorse to the Office of the Division Chief Supervising the Standards Section</p> | <p>None</p> | <p>3 hours</p> | <p><i>Standards Section Head</i></p> |



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| Step 4: Awaits the result of application | 5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign | None | 3 hours | Division Chief |
| Step 5: Awaits the result of application | Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign | None | 5 hours | DSWD Regional Director or Authorized Representative |
| Step 6: Receive the Certificate | Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | None | 30 minutes | Standards Section – DSWD Field Office |
| TOTAL | | | | |
| Complete and Compliant: | | P500.00 | Two (2) working days | |
| Complete but Non-Compliant and/or Incomplete Submission: | | P500.00 | 6 hours | |
| Incomplete Submission: | | None | 30 minutes | |
| B. Processing Procedures of Applications submitted at Field Office through Mail/Courier | | | | |
| STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation. | Log receipt into the Document Tracking System. This shall be route to the Assigned Technical Staff. | None | * 10 minutes | Standards Section Support Staff in-charge of incoming documents |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| Step 2: Awaits the result of Assessment | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; May conduct validation activities, collateral interview and/or agency visit, if necessary. Step 2a – If found compliant to eligibility and documentary requirements | None | 4 hours | NFRC Focal Person – Standards Section – DSWD Field Office |

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| | <ol style="list-style-type: none"> 1. Prepare Solicitation Permit/Certificate and confirmation letter of Authority to Conduct National Fund Raising Campaign for endorsement to the Office of the Secretary 2. Sign and endorse the assessment report, complete application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Activity to the Division Chief for endorsement to the Office of the Bureau Director | | | |
| Step 2: Awaits the result of Assessment | Step 2b – If found non-compliant to eligibility and documentary requirements <ol style="list-style-type: none"> 3. Return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. 4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements. | <p>None</p> <p>None</p> | <p>2 hours</p> <p>3 hours</p> | <p>NFRC Focal Person – Standards Section – DSWD Field Office</p> <p>Standards Section Head/ Division Chief/Regional Director</p> |
| Step 3: Awaits the result of application | 4.1 Review and Sign assessment report with complete application documents | None | 3 hours | Standards Section Head |



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| | 4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign | | | |
| | 4.3 Endorse to the Office of the Division Chief Supervising the Standards Section | | | |
| Step 4: Awaits the result of application | 5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign 5.2 Endorse the same to the Office of the Regional Director with recommendation for approval and signing of Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign | None | 3 hours | <i>Division Chief</i> |
| Step 5: Awaits the result of application | Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign | None | 5 hours | <i>DSWD Regional Director or Authorized Representative</i> |
| Step 6: Receive the Certificate | Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds | None | 30 minutes | <i>Standards Section – DSWD Field Office</i> |
| TOTAL | | | | |
| Complete and Compliant: | | P500.00 | Two (2) working days | |
| Complete but Non-Compliant and/or Incomplete Submission: | | P500.00 | 6 hours | |
| Incomplete Submission: | | None | 30 minutes | |

Note 1: If the concerned FO is affected by the Emergency situation, the application can be filed directly at the DSWD Standards Bureau – DSWD Central Office

Note 2: Applications for Regional Temporary Solicitation Permit is waived during Disasters/

Calamities amidst State of National Emergency shall follow the same facilitation procedures. However, during these instances, the payment of the processing fee is waived in favor of the Applicant

4. Issuance of Certificate of Authority to Conduct Fund-Raising Campaign to Individual, Corporation, Organization and Association: Regional Regular Permit

The process of assessing the applicant person, corporation, organization or association's eligibility for Solicitation Permit to conduct Regional Fund Raising Campaign in Normal Situation.

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| Office or Division: | Standards Section – DSWD Field Office | | |
| Classification: | Complex Transaction | | |
| Type of Transaction: | Government to Client (G2C) | | |
| Who may avail: | Person/s whose child, relative or friend ailing of chronic ailments as endorsed by the LSWDO or a SWDA; non-stock, non-profit organizations; regional offices of government agencies (GAs) GOCCs and LGUs; and, SWDAs with updated/valid Certificate of Registration, License to Operate and/or Accreditation | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| A. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by the Local Social Welfare and Development Office (LSWDO) | | | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | | <ul style="list-style-type: none">Standards Section (SS) of the concerned DSWD Field Officehttps://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 2 - DSWD-SB-PSF-002: Application Form | |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | | <ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal | |
| 3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child. | | <ul style="list-style-type: none">Applicant | |
| 4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO) | | <ul style="list-style-type: none">Applicant | |
| 5. Medical Certificate/Abstract and/or Treatment Protocol signed by the attending physician or the hospital's records section | | <ul style="list-style-type: none">Applicant | |
| 6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned | | <ul style="list-style-type: none">Applicant | |

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| LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office. | |
| 7. Pledge of Commitment (Annex 11) | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 11 - DSWD-SB-PSF-010: Pledge of Commitment |
| 8. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | <ul style="list-style-type: none"> Applicant |
| 9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| B. For Person/s whose child, relative or friend ailing of a chronic ailment as endorsed by a registered, licensed and/or accredited Social Welfare and Development Agency (SWDA) | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 2 - DSWD-SB-PSF-002: Application Form |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 5 - DSWD-SB-PSF-003: Project Proposal |
| 3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child. | <ul style="list-style-type: none"> Applicant |
| 4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility | <ul style="list-style-type: none"> Applicant |
| 5. Board Resolution or any document authorizing the conduct of public solicitation | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ Annex 10 - DSWD-SB-PSF-008: Board Resolution |
| 6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | <ul style="list-style-type: none"> Applicant |
| 7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ |



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| | Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report |
| C. For Non- Stock, Non-Profit Corporations, Organizations or Associations | |
| 7. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p> |
| 8. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |
| 9. Certified True Copy (CTC) of Certificate of Registration with SEC which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new applicant | <ul style="list-style-type: none"> Applicant |
| 10. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/ Accomplished SEC General Information Sheet (GIS) from any of the above-mentioned regulatory government agency that has jurisdiction to regulate the applying organization or agency. | <ul style="list-style-type: none"> Applicant |
| 11. Updated Profile of Governing Board or its Equivalent in Government Organizations | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board</p> |
| 12. Board Resolution or any document authorizing the conduct of public solicitation | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p> |
| 13. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities. <i>For children beneficiaries, only the parent/s or maternal/paternal relative/s may sign the document in behalf of the child.</i> 14. Pledge of Commitment | <ul style="list-style-type: none"> Applicant https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p> |
| 15. Endorsement or Certification from any but not limited to the following agencies that allow/s applicant to undertake solicitation activities in their agency's jurisdiction, as applicable: a. Director of Private Schools | <ul style="list-style-type: none"> Applicant |



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| <p>b. Schools Superintendent of Public School</p> <p>c. Head or authorized representative of National Government Agencies (NGAs)</p> <p>d. Head or authorized representative of Local Government Unit (LGU)</p> <p>e. Bishop/Parish Priest/Minister or Head of Sect or Denomination</p> <p>f. Others</p> | |
| <p>16. Fund Utilization Report of proceeds and expenditures.</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p> |
| <p>17. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Service/Unit (FMS/U)</p> | <ul style="list-style-type: none"> • Applicant |
| <p>18. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p> | <ul style="list-style-type: none"> • Applicant |
| <p>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</p> | |
| <p>7. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative</p> | <ul style="list-style-type: none"> • Standards Section (SS) of the concerned DSWD Field Office • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p> |
| <p>8. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |



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| 9. Written authorization from Head of Government Agency for the intended solicitation activity that also ensure strict compliance to the standard ratio of funds utilization | <ul style="list-style-type: none"> Applicant |
| 10. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | <ul style="list-style-type: none"> Applicant |
| 11. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p> |
| <p>12. Sample of additional specific requirements for each methodology to be used, such as:</p> <p>a. Ticket, Ballots, Cards and similar forms</p> <p>b. Donation Boxes, Coin Banks and other similar forms</p> <p>c. Benefits show such as fashion show, concert and similar activities</p> <p>d. Photo or Painting Exhibits and similar activities</p> <p>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</p> <p>f. Text message, e-mail, online post and other types of solicitation using electronic devices</p> <p>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</p> <p>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</p> <p>i. Rummage sale, garage sale, sale of goods and other similar forms</p> | <ul style="list-style-type: none"> Applicant |
| E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation | |
| 1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative | <ul style="list-style-type: none"> Standards Section (SS) of the concerned DSWD Field Office https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 2 - DSWD-SB-PSF-002: Application Form</p> |
| 2. Project Proposal including the Work and Financial Plan (WFP) for the intended public solicitation, approved by the Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 5 - DSWD-SB-PSF-003: Project Proposal</p> |



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| 3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity. For children beneficiaries, only the parent/s of the child/children or maternal/paternal relative/s may sign the document in behalf of the child. | <ul style="list-style-type: none">Applicant | | | |
| 4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility | <ul style="list-style-type: none">Applicant | | | |
| 5. Board Resolution or any document authorizing the conduct of public solicitation | <ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution</p> | | | |
| 6. Official Receipt as proof of payment of processing fee issued by the concerned DSWD CO-FO Finance Management Unit (FMU) | <ul style="list-style-type: none">Applicant | | | |
| 7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12). | <ul style="list-style-type: none">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/ <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p> | | | |
| 8. Sample of additional specific requirements for each methodology to be used, such as: a. Ticket, Ballots, Cards and similar forms b. Donation Boxes, Coin Banks and other similar forms c. Benefits show such as fashion show, concert and similar activities d. Photo or Painting Exhibits and similar activities e. Written request such as envelopes, letters of appeal, greeting cards and similar forms f. Text message, e-mail, online post and other types of solicitation using electronic devices g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms h. Sport activities for a cause such as fun run, marathon, cycling and similar activities i. Rummage sale, garage sale, sale of goods and other similar forms | <ul style="list-style-type: none">Applicant | | | |
| Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 05 Series of 2021. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

A. Facilitation Procedures after receipt of complete application documents from the applicant of Regional Public Solicitation Permit at the concerned DSWD Field Office

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| Step | 1: | Applicant submits application documents to the Standards Section of the concerned DSWD Regional Office. Applications could be submitted personally or sent thru e-mail or courier. And wait for the response of the of the concerned DSWD Regional Office a. Standards Section concerned Technical Staff reviews the completeness and correctness of the submitted application documents based on the checklist received either personally, thru couner or e-mail <i>If complete, forward application documents to the Standards Section Support Staff, for tracking</i> <i>If incomplete, the Technical Staff of Standard Section of the concerned DSWD-FO shall then provide the applicant with the necessary technical assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i> | None | 2 Hours | Applicant |
| Step | 2: | a. Receives application documents and logs its receipt into the document tracking system b. Provides the applicant with document reference number for easy tracking either in person, courier or e-mail. c. Prepares billing statement for the payment of the processing fee to Cash Section d. Provide instruction to the applicant to pay the processing fee at the Cash Section of the DSWD Field Office <i>If the application documents are received via courier or e-mail, inform the Standards Section Technical staff to inform applicant for the payment of the processing fee</i> | None | 1 Hour | Standards Section Support Staff |
| Step | 3: | a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00 | PhP500.00 | 1 Hour | Applicant |

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| | b. Cash Section accepts payment for processing fee and issue official receipt and provide instruction to return a photocopy of the receipt to the Standards Section c. Applicant photocopies receipt and submit the same to the Standards Section of the concerned DSWD Field Office d. Waits for the release of Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to be released within two (2) days after receipt of complete application documents | | | Cash Section Cashier/ Support Staff Applicant |
| Step 4: Submission of the OR for attachment to the application | a. Receives photocopy of the official receipt for the processing fee and attached the same to the application documents b. Routes the complete application documents including photocopy of official receipt to the Head of the Standards Section | None | 1 Hour | Standards Section Support Staff |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| Step 5: Waiting for the result of the application | a. Provides written notes/ instructions for appropriate action of the concerned Standards Section Technical Staff b. Endorse application documents to the concerned Standards Section Technical Staff, for appropriate action c. Standards Section concerned technical staff receives application documents and conducts assessment of the application for the issuance of solicitation permit d. Acknowledges receipt of application documents and transmit it thru e-mail or courier <i>If found eligible and compliant, facilitates the preparation of Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign and</i> | None | 4 Hours | Section Head |

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| <p><i>Conforme Letter and endorse the same to the Section Head for review.</i></p> | <p>None</p> | <p>1 and 1/2 Days</p> | <p><i>Technical Staff Standards Section</i></p> |
| <p><i>If found non-eligible, non-compliant or both, technical staff immediately or within the day of receipt of application provide the applicant with technical assistance on fund raising requirements per M.C. 5 series of 2021 to rectify the gap and/or submit lacking requirements</i></p> | | | |
| <p>e. Takes proper action relative to the inputs/ comments/ correction provided by either the Section Head, Division Chief or the Regional Director for application documents and Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign not found in order and return the same to the Section Head for onward endorsement to the concerned Division Chief</p> | | | |
| <p>f. Section Head receives and reviews the application documents including the prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign endorsed by the technical staff.</p> | | <p>1 Day</p> | <p><i>Section Head Standards Section</i></p> |
| <p><i>If found in-order, affix her initial and endorse the same to the concerned Division Chief for further review and/or onward endorsement to the Office of the Regional Director, for approval and signature</i></p> | | | |
| <p><i>If found not in-order, provide comments/inputs/corrections and return the same to the technical staff</i></p> | | <p>1 Hour</p> | <p><i>Concerned Division Chief Support Staff</i></p> |
| <p>g. Logs its receipt to the Document Tracking System</p> | | | |

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| | <i>If found not in order, return the same to the Standards Section through the concerned Division Chief for appropriate action</i> | | | |
| | <p>i. Logs the receipt of the approved Solicitation Permit /Certificate of Authority to Conduct Fund Raising Campaign to the Document Tracking System</p> <p>m. Endorse the same to the Standards Section Head, for further instructions</p> <p>n. Receives approves Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign and endorse the same to the concerned Standards Section Technical Staff and provide instructions to the Standards Section Technical Staff for its release to applicant</p> <p>o. Receives approved application for solicitation permit and the signed Solicitation Permit/ Certificate of Authority to Conduct Fund Campaign and issue the same to the eligible and compliant applicant</p> <p>p. Issue and e-mail the approved Solicitation Permit/Certificate of Authority to Conduct Fund Raising Campaign including the Conforme Letter to the applicant</p> <p>q. Facilitates the accomplishment of the Customer Satisfaction Survey to the applicant for the services rendered and ensures its return to the Standards Section for consolidation</p> <p>r. Provides a copy of the issued permit to the Records and Archives Management Unit (RAMU) of the Administrative Division</p> | | <p>20 Minutes</p> <p>1 Hour</p> <p>4 Hours</p> | <p><i>Concerned Division Chief Support Staff</i></p> <p><i>Section Head Standards Section</i></p> <p><i>Standards Section Technical Staff</i></p> |

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| Step 6: Receipt of the signed and approved Solicitation Permit | a. Issuance of the Solicitation Permit to the successful applicant b. Acknowledge/receives signed and approved Solicitation Permit and sign Conforme Letter c. Transmit signed Conforme Letter to the Standards Section, DSWD Regional Office | None | 10 minutes | <i>Standards Section Technical/ Support Staff Applicant</i> |
| Total No. of Days | | P500.00 | Seven (7) Working Days | |
| Complete but Non-Compliant and/or Incomplete Submission: | | P500.00 | Three (3) Working Days | |
| Incomplete Submission: | | None | 30 minutes | |

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

** This does not include the travel time of documents from the DSWD Field Office to the Applicant, and vice versa.

5. Registration of Private Social Welfare and Development Agencies (SWDAS) - Operating in more than one Region

The process of assessing the applicant organization with operations in more than one region to determine whether its intended purpose is within the purview of Social Welfare and Development.

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| Office or Division: | Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office | | |
| Classification: | Complex | | |
| Type of Transaction: | Government to Client (G2C) | | |
| Who may avail: | All Private Organization that intends to engage in Social Welfare and Development Activities Operating in more than one (1) region | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. One (1) original copy of Duly Accomplished Application Form | | <ul style="list-style-type: none"> DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/publications1/ Annex 1. DSWD-RLA-F001 Application Form for Registration | |

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| 2. One (1) photocopy of Updated 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 | <ul style="list-style-type: none"> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 |
| 3. One (1) original copy of any of the following: <ul style="list-style-type: none"> • Handbook or Manual Operations of its programs policies and procedures to attain its purposes • Brochure • Duly signed Work and Financial Plan for at least two (2) years | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/publications1/Annex 4. DSWD-RLA-F004 Manual of Operation • https://www.dswd.gov.ph/downloads-2/publications1/Annex 5. DSWD-RLA-F005 Brochure • https://www.dswd.gov.ph/downloads-2/publications1/Annex 9. DSWD-RLA-F009 Work and Financial Plan |

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Assessment Procedures for Walk-in Applicants | | | | |
| STEP 1: Secure application form and other templates on Registration thru the DSWD Website/ Standards Bureau | Provide the client the copy of application form and | None | | Support Staff (Standards Bureau - SB) |
| STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organizations with complete requirements, shall have acknowledgement receipt of the submitted documentary requirements. | 1.1 If complete , receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. 1.2 Provides the walk-in applicant with document reference number for easy tracking | None | *15 minutes | Support Staff in charge of all incoming documents (Standards Bureau - SB) |

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| 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | 1.3 If incomplete , return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. | | | |
| STEP 3: If complete, settle the required processing fee. | Prepares billing statement and instructs applicant to proceed to the Financial Management Service (DSWD Cashier, 2nd Floor, Matapat Building) for the payment of the necessary fee or thru online at https://www.lbp-eservices.com/egps/portal/index.jsp Process payment and issued Official Receipt. | None ₱1,000.00 | *15 minutes | Support Staff in-charge of the issuance of Billing statement (Standards Bureau - SB) Cashier (Financial and Management Service) |
| STEP 4: Provide the DSWD Standards Bureau the photocopy of the Official Receipt (OR). | Attach the photocopy of the official receipt of the processing fee | None | | Support Staff in charge of all incoming documents (Standards Bureau - SB) |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| STEP 5: Wait for the result of the assessment. | 1.1 Logs and endorses the application documents to concerned Section and technical staff 1.2 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the | None | 2 days and 30 minutes | Support Staff in charge of incoming documents (Standards Bureau - SB) Technical Staff/ Section Head/ Division Chief/ Bureau Director/Assistant Secretary/ Undersecretary |

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| | applicant SWDA to support said criteria 1.3 Once the applicant organization satisfies the prescribed requirements, the technical staff assessing the documents shall prepare the Confirmation Report and the Certificate of Registration. 1.4 Prepares Confirmation Report with attached draft Certificate of Registration and Executive Summary 1.5 Reviews and approval of the Confirmation Report; endorsement for approval of the Registration Certificate 1.6 Approval and Signing of Registration Certificate 1.7 Approval and Signing of Registration Certificate | | | |
| STEP 6: 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 | 1 hour (depending on the choice of the applicant) | Support Staff in-charge of outgoing documents (Standards Bureau - SB) |
| TOTAL For Complete and Compliant: | | ₱1,000.00 | 3 working days | |
| For Incomplete Submission: | | None | 15 minutes | |
| B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier: | | | | |
| STEP 1: Send the Application Form together with the prescribed documentary requirements through mail or courier to: Standards Bureau | 1.1 Logs it into the Documentation Transaction Management System (DTMS) 1.2 Updates the DTMS and endorses the application | None | *5 minutes 30 minutes | Support Staff in-charge of incoming documents (Standards Bureau - SB) SCMD Support Staff |



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| DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City. | documents to concerned Section and technical staff | | | |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| STEP 2: Wait for the result of the assessment. | <p>2.1 Conducts desk review of the received application as to the completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support said criteria.</p> <p>2.2 If found non-compliant to eligibility and documentary requirements, return application documents to the applicant with a letter citing reasons for disapproval with technical assistance on how to rectify non- compliance and/or submit lacking requirements.</p> | None | 1 day, 1 hour and 40 minutes | <p>Technical Staff (Standards Bureau - SB)</p> <p>SCMD Support Staff/Technical Staff/ Section Head/ Division Chief/ Bureau Director</p> |
| | <p>2.3 If found both complete and compliant, prepares and endorses the Confirmation Report with attached draft Certificate of Registration and Executive</p> <p>In the Confirmation Report, the link for filling- up the Client Satisfaction Measurement Form is stated</p> | None | 1 day, 5 hours and 20 minutes | <p>SB/SCMD Support Staff/Technical Staff/Section Head/Division Chief/Bureau Director/ Assistant Secretary/ Undersecretary</p> |
| | 2.4 Updates DTMS and Review and approval of the confirmation report; | | | |



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| | endorsement for approval of the Registration Certificate | | | |
| | Approval and Signing of Registration Certificate | | | |
| | Approval and Signing of Registration Certificate | | | |
| STEP 7: Receive the Certificate and confirmation letter. | Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier) | None | 1 hour (depending on the choice of the applicant) | Support Staff in-charge of outgoing documents (Standards Bureau - SB) |
| TOTAL | | | | |
| For Complete and Compliant: | | ₱1,000.00 | 3 working days | |
| For Incomplete Submission: | | None | 1 day, 2 hours and 15 minutes | |

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

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

6. Registration of Social Welfare and Development Agencies (SWDAS) Operating in One Region

The process of assessing the applicant person/individual, corporation, organization or association operating only in one region whether its intended purpose is within the purview of social welfare and development.

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| Office or Division: | DSWD Field Office – Standards Section | | |
| Classification: | Simple | | |
| Type of Transaction: | <ul style="list-style-type: none">• Government to Client (G2C)• Government to Government (G2G) | | |
| Who may avail: | All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities | | | |
| 1. One (1) Duly Accomplished and Notarized Application Form (Note: Per Secretary's advisory, during state of public health emergency, Application need not be notarized) | | <ul style="list-style-type: none">• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) | |

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| | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 1. DSWD-RLA-F001 Application Form for Registration |
| 2. Updated Copy of Certificate of Registration and latest Articles of Incorporation and By-Laws, indicating that the organization's primary purpose is within the purview of social welfare and development issued by SEC that gives a juridical personality to a non-stock non-profit organization to operate in the Philippines. *Not applicable to Government Agencies. | <ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) |
| 3. Copy of any of the following: | |
| 3.1 Handbook or Manual of Operations of its programs, policies and procedures to attain its purposes. | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 4. DSWD-RLA-F004 Manual of Operation |
| 3.2 Brochure | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 5. DSWD-RLA-F005 Brochure |
| 3.3 Duly signed Work and Financial Plan (for two succeeding years) by the Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/publications1 Annex 9. DSWD-RLA-F009 Work and Financial Plan |
| 4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00 | <ul style="list-style-type: none"> Applicant |

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Registration based on DSWD Memorandum Circular No. 17 Series of 2018.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Pre-Registration Procedures for Walk-in Applicants | | | | |
| STEP 1: Secure application form thru the DSWD Website or from the DSWD Field Office | Provided the client with application form and checklist of requirements | None | -- | Support Staff (Standards Section- Field Office) |
| STEP 2: 1.1 Submit/ file and supporting documents. 1.2 For applicant organization with complete requirements, receive the acknowledgement | 1. Determine whether the submitted documents are complete. 1.1. If complete, receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System. | None | 30 minutes | Support Staff in charge of all incoming documents (Standards Section- Field Office) Officer of the day (Standards |



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| receipt of the submitted requirements. | 1.2 Logs its receipt in the document tracking system (DTMS). | | | Section- Field Office) |
| 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | 1.3 Provides the walk-in applicant with document reference number for easy tracking. 1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance. | | | |
| STEP 3: If Complete. Settle the required processing fee and make payments to Cash Section or thru online. | Prepares billing statement | None | 10 minutes | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) |
| | Process payment and issues Official Receipt. | ₱1,000.00 | 20 minutes | Cashier (Cashier Section-FO) |
| STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR). | Attach the photocopy of the official receipt of the processing fee. | None | 5 minutes | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) |
| STEP 5: Ensure that the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau | Provides the applicant the Client Satisfaction Measurement Form | None | 5 minutes | Standards Section Support Staff/Technical Staff |
| Note: Application documents received after 3.00 PM shall be considered as a next working day transaction. | | | | |
| STEP 6: Wait for the result of the assessment. | 1.1 Routes to Standards Section the Application Documents. | None | 25 minutes | Support Staff (Standards Section- Field Office) |
| | 1.2 Receives incoming applications and assigns to concerned technical staff. | None | 30 minutes | Standards Section Head/ |
| | 1.3 Conducts desk review of the received application as to | None | 3 hours | Assigned Technical Staff |

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| | <p>completeness and compliance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria. If complete and compliant, notify the applicant SWDA on the payment for processing fee.</p> <p>1.1 If incomplete, prepares an acknowledgement letter with checklist of documents indicating the lacking requirement.</p> | | | |
| | Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper(SECPA). | None | 5 hours and 25 minutes | Assigned Technical Staff/ |
| | Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate | None | 7 hours | Standards Section Support Staff/Standards Section Head/ PPD Chief/ ORD Support Staff/ Regional Director |
| STEP 7: Signs in the logbook for received certificate thru pick-up. | Releasing of the Certificate of Registration to the SWDA | None | 30 minutes | ORD / ARDA / Standards Section |
| TOTAL | | | | |
| For Complete and Compliant: | | ₱1,000.00 | 3 working days | |
| For Incomplete Submission | | | | |
| Walk-in: | | None | 30 Minutes | |
| Courier: | | | 2 days | |
| B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier: | | | | |
| STEP 1: Send the Application Form together with the prescribed documentary requirements through Mail or Courier to: Standards Bureau DSWD Central Office. | <p>1.1 "Received" stamp the document and logs its receipt into the document tracking system.</p> <p>1.2 Endorse the document to section head.</p> | None | 30 minutes | Support Staff (Standards Section- Field Office) |

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| IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City. | | | | |
| Note: Application documents received after 3.00 PM shall be considered as a next working day transaction. | | | | |
| STEP 2: Wait for the result of documents review. | <p>Receives incoming applications and assigns to concerned technical staff.</p> <p>Provides notes/ instructions for action to concerned technical staff.</p> | None | 30 minutes | Standards Section Head |
| | <p>1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted documents must satisfy the criteria that the applicants must be engaged mainly or generally in Social Welfare and Development Activities. Other supporting documents may be requested to the applicant SWDA to support the said criteria.</p> <p>1.2 If complete and compliant, notify the SWDA on the payment for processing fee.</p> <p>1.3 If incomplete, an acknowledgement letter with checklist of requirements shall be returned to the applicant.</p> | None | 3 hours | Technical Staff (Standards Section- Field Office) |



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| STEP 3: Wait for the result of the assessment. | 1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy. | None | 5 hours and 25 minutes | Support Staff in charge of incoming documents (Standards Section- Field Office) Standards Section Head/ Standards Standards Section Support Staff/ PPD Chief/ORD Support Staff/ Regional Director/ |
| | 1.2 Reviews and provides inputs and endorses the Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial. | | 2 hours and 25 minutes | |
| | 1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate | | 4 hours and 10 minutes | |
| Step 4: 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 | 30 minutes | Support Staff (Standards Section- Field Office) |
| TOTAL | | ₱1,000.00 | 3 working days | |
| For Complete and Compliant: | | | | |
| For Incomplete Submission | | | | |
| Walk-in: | | None | 30 Minutes | |
| Courier: | | | 2 days | |

*The number of minutes shall be included on the total 3 working days.

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.



8. Licensing of Private Social Welfare and Development Agencies (SWDAs) – Operating in One Region

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

| Office or Division: | DSWD Field Office – Standards Section |
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| Classification: | Highly Technical |
| Type of Transaction: | Government to Client (G2C) |
| Who may avail: | ALL Private SWDAs Intending to Operate in One Region |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. One (1) Duly Accomplished and Notarized Application Form | <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 2. DSWD-RLA-F002 Application Form for Licensing |
| 2. One (1) set of the following Basic Documents: <ul style="list-style-type: none"> a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies. | <ul style="list-style-type: none"> https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation |



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| <p>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>e. Notarized certification from the Board of Trustees and/or the funding agency to financially support the organizations to operate for at least two (2) years</p> <p>f. Work and Financial Plan for the two (2) succeeding years</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 21. <i>DSWD-RLA-F021 Profile of Governing Board</i> • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • Any SEC Extension Office (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City) • Board resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 9. <i>DSWD-RLA-F009 Work and Financial Plan</i> |
| <p>3. ADDITIONAL REQUIREMENTS</p> <p>a. Certified True Copy of the notarized written agreement of partnership or cooperation between the agency and its partner agency e.g. MOA, Contract of Partnership, among others</p> <p>b. For Applicant SWA's implementing Child Placement Services Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>1. For Center Based (<i>Residential and Non-Residential Based</i>) Copy of the valid safety certificates namely:</p> <p>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</p> <p>b. Fire Safety Inspection Certificate</p> <p>c. Water Potability Certificate or Sanitary Permit</p> | <ul style="list-style-type: none"> • Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization • https://www.dswd.gov.ph/downloads-2/ Annex 22. <i>DSWD-RLA-F022 Profile of Employees</i> • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates. |



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| 2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP. | • DSWD Field Office – Financial and Management Service |
| 3. For applicant with past and current partnership with the DSWD that involved transfer of funds | • Government Agency where the Organization implemented or implements projects and programs. |
| a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation | |

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Assessment Procedures for Walk-in Applicants | | | | |
| STEP 1: Secure application form thru the DSWD Website/ Standards Section -- Field Office | Provides client application form, and checklist of requirements | None | *10 minutes | Support Staff (Standards Section- Field Office) |
| STEP 2: 1.1 Submit/ file application and supporting documents. 1.2 For applicant organization with complete requirements, shall have acknowledgement receipt of the submitted requirements. 1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the | 1.1 Receive the documentary requirements and provide the applicant organization with an application reference number for easy tracking and reference. 1.2 Determine whether the submitted documents are complete. 1.3 If complete, provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System (DTS) for Standards Section – Field Office. 1.4 If incomplete, return all documents submitted accompanied by a checklist of requirements for | None | *20 minutes | Support Staff in charge of all incoming documents (Standards Section- Field Office) Officer of the day (Standards Section- Field Office) |



| lacking requirements. | applicant Organization's compliance. | | | |
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| STEP 3: If Complete. Settle the required processing fee. | Prepare Billing Statement and instruct applicant to proceed to the Cash Section of DSWD Field Office | None | *20 minutes | Support Staff in charge on the issuance of Billing Statement (Standards Section- Field Office) |
| | Process payment and issues Official Receipt. | ₱1,000.00 | *15 minutes | Cashier (Cashier Section-FO) |
| STEP 4: Provide the DSWD Standards Section the photocopy of the Official Receipt (OR). | Acknowledge the photocopy of the Official Receipt from the applicant Organization. | None | *15 Minutes | Support Staff (Standards Section- Field Office) |
| Step 5: Accomplish and drop the Customer's Feedback Form on the dropbox. | Provide the applicant Organization the Customer's Feedback Form | None | *5 minutes | Support Staff (Standards Section- Field Office) |
| Note: Applications received after 3:00pm shall be considered as a next working day transaction. | | | | |
| STEP 6: Wait for the result of the documents review and notice of validation assessment. | <p>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:</p> <p>i. In case a new applicant SWDA 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 to cater them. e.g. Situationer.</p> <p>ii. 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> | None | 2 working days | Technical Staff (Standards Section- Field Office) |

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| | <p>iii. 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>iv. The SWDA must have a financial capacity to operate for at least two (2) years.</p> <p>v. Applicant keeps record of all social development and/or welfare activities it implements.</p> <p>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</p> <p>1.2.1 If complete and compliant. an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p>1.2.2 If found incomplete or non-compliant. the Acknowledgement Letter prepared shall contain the checklist of requirements to be secured and complied. This will be sent to the applicant SWDA together with all the application documents submitted.</p> | | | |
| | 1.3 Review and approval of the Acknowledgement Letter including its attachments. | None | 2 working days | Section Head/Division Chief/Regional Director (Standards Section- Field Office) |
| STEP 7: Confirm the Availability on the | For those with requirements that are complete and | None | *30 minutes | Technical Staff |

| proposed Validation Visit | compliant. Confirmation of Validation Visit. | | | (Standards Section- Field Office) |
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| STEP 8: Assist the Assessor during the conduct of Validation visit. | Conduct of Validation visit | None | 1 working day per agreed schedule | Technical Staff (Standards Section- Field Office) |
| Step 9: Accomplish and place the Customer's Feedback Form on a sealed envelope. | Provide the applicant Organization the Customer's Feedback Form | None | *5 minutes | Technical Staff (Standards Section- Field Office) |
| STEP 10: Awaits the result of the licensing assessment | 1.1 Prepare Confirmation Report 1.2.1 If favorable, the Technical Staff shall draft Confirmation Report and Draft Certificate of License to Operate. 1.2.2 If not favorable, the Technical Staff shall detail the Assessors Findings and the agreed compliance date of the Action Plan. | None | 3 working days | Technical Staff (Standards Section- Field Office) |
| | 1.3.1 If favorable, review and approval of the Confirmation Report and the Draft Certificate of License to Operate. 1.3.2 If unfavorable, review and approval of the Confirmation Report. | None | Favorable: 8 working days Unfavorable: 7 working days | Section Head/Division Chief (Standards Section- Field Office) |
| | 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 (Standards Section- Field Office) |
| | | | | |
| STEP 11: Acknowledge the receipt of the Certificate of License to Operate. | Send the Confirmation Report and notify the availability of the Certificate of License to Operate for release through various means per preference indicated in the application form. (direct pick-up or courier) | None | 1 working day (depending on the choice of the applicant) | Support Staff (Standards Section- Field Office) |
| TOTAL | | | | |
| For Complete and Compliant: | | ₱1,000.00 | 20 working days | |
| For Incomplete Submission: | | None | 17 working days | |

10. Pre-Accreditation Assessment of Social Welfare and Development Programs and Services (Licensed Private SWAs and Public SWDAs) - Operating within the Region

Refers to the process conducted by the Standards Section of the concerned DSWD Field Office to determine the readiness of the SWDA to meet the set standards on SWD programs and services being delivered to its client prior to SBs accreditation.

| Office or Division: | DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) |
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| Classification: | Highly Technical |
| Type of Transaction: | <ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) |
| Who may avail: | New applicant Registered and licensed SWDA operating within the region. |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. One (1) original copy of the Duly Accomplished Application Form | <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/downloads-2/ Annex 3. DSWD-RLA-F003 Application Form for Accreditation |
| 2. Pre-accreditation assessment <ul style="list-style-type: none"> For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency | <ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/#MCs For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standards on Residential Care Service For Community Based Please email sb@dswd.gov.ph |
| 3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance <ul style="list-style-type: none"> a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application (not applicable for Public SWDA)) b. ABSNET Membership | <ul style="list-style-type: none"> Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 |



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| <p>Certification from the Regional ABSNET (RAB) President or Chairperson of the Cluster ABSNET (CAB) or the authorized ABSNET Officer attesting the active ABSNET membership of the applicant SWDA.</p> <p>For RAB President, the Standards Section shall be the one to issue the required certification.</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 23. DSWD-RLA-F023 ABSNET Active Membership |
| <p>4. One (1) Original Copy of each of the following Documents Establishing Track Record and Good Standing</p> <ol style="list-style-type: none"> 1. Duly signed Work and Financial Plan for the two (2) succeeding years 2. Notarized Updated Certification from the Board of Trustees and/or funding agency to financially support the organization's to operate for at least two (2) years. (not applicable for Public SWDA) 3. Annual Accomplishment Report previous year 4. Audited Financial Report of the previous year 5. Profile of Clients served for the preceding and current year | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 9. DSWD-RLA-F009 Work and Financial Plan • Board Resolution by the Organization • https://www.dswd.gov.ph/downloads-2/ Annex 6. DSWD-RLA-F006 Accomplishment Report • https://www.dswd.gov.ph/downloads-2/ Annex 8. DSWD-RLA-F008 Audited Financial Statement • https://www.dswd.gov.ph/downloads-2/ Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served |
| <p>5. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p><input type="checkbox"/> Declaration of Commitment from the applicant of no support to tobacco in compliance to the provisions of EO 26 series of 2017(Providing for the establishment of smoke-free Environments in Public and Enclosed Places) and RA 9211 (Tobacco Regulation Act of 2003)</p> | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ AO 11 s2019 Annex A Declaration of Commitment |
| <p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> 1. Manual of Operation containing the SWDAs program and administrative policies. | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 4. DSWD-RLA-F004 Manual of Operation |



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| <p>procedures and strategies to attain its purpose/s among others</p> <ol style="list-style-type: none"> 2. Profile of Board Trustees (Not applicable to Public SWDAs) 3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations 4. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) <p>Note: The first 4 Basic Documents are needed if only there is an update or amendment on documents recently submitted to DSWD Standards Bureau.</p> <p>For those operating in more than one region</p> <ol style="list-style-type: none"> 1. One (1) original copy of the List of main and satellite/branch offices with contact details, if any. <p>For Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> 2. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended by the hired RSW related to child placement service. 3. Certified True Copy of General Information Sheet issued by SEC (not applicable for Public SWDA) 4. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely: <ol style="list-style-type: none"> a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings) b. Fire Safety Inspection Certificate Water c. Potability Certificate or Sanitary Permit | <ul style="list-style-type: none"> • https://www.dswd.gov.ph/downloads-2/ Annex 21. DSWD-RLA-F021 Profile of Governing Board • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • https://www.dswd.gov.ph/downloads-2/ Annex 7. DSWD-RLA-F007 List of Main and Satellite Office • https://www.dswd.gov.ph/downloads-2/ Annex 22. DSWD-RLA-F022 Profile of Employees • Securities Exchange Commission (SEC) - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307 • City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer • Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation • City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider • National Commission of Indigenous People (NCIP) Regional Office where the NGO operates |
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| 5. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP | • Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs. |
| 6. For applicants with past and current partnership with the DSWD that involved transfer of funds. | • Applicant |
| 7. Signed Data Privacy Consent Form | |

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators for Accreditation based on DSWD Memorandum Circular No 17 Series of 2018.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Request received through courier/email (7 days) | | | | |
| STEP 1: Secures application form thru the DSWD Website/ Field Office | Upload and make available of the necessary documents in the DSWD website | None | None | SWDA/ DSWD Field Office |
| STEP 2: Submits the application documents, get a stamped receiving copy of the documents submitted and reference number for follow up of the request. | Receives the documentary requirements, stamped the receiving copy and provide the applicant SWDA with an application reference number for easy tracking. | None | 30 minutes | Support Staff in charge of all incoming documents |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| STEP 3: Awaits the result of the documents review and notice of pre-accreditation assessment. | 1. Conducts desk review of the documentary requirements: 1.1 If complete, prepares acknowledgement letter indicating the schedule of the pre-assessment; 1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of documents to be submitted | None | 6 days, 7 hours 30 minutes | Technical Staff/ Section Head/ Division Chief/ Regional Director |



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| <p>Step 4: Receive the acknowledgment letter from the DSWD Field Office:</p> <p>If the acknowledgment letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.</p> <p>If the acknowledgment letter indicates that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.</p> | <p>Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.</p> | None | Depends on the SWDA | Technical Staff |
| <p>STEP 5: For the SWDA with complete and compliant documents, participate in the conduct of pre-accreditation assessment</p> | <p>Conducts the pre-accreditation assessment (virtual or actual visit) through the following activities: Focus Group Discussion with Clients Interview with the staff Review of documents Ocular Inspection Action Planning/ Exit Conference</p> | None | Minimum of 2 working days depending on the Programs and Services for Accreditation | Technical Staff/ SWDA |
| <p>Step 6: Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.</p> | <p>Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.</p> | None | After the pre-accreditation assessment | Technical Staff/ SWDA |
| <p>Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.</p> | | | | |



| STEP 7: Wait for the result of assessment. | <p>If the result of the pre-accreditation assessment is favorable, the technical staff to prepare the following:</p> <ul style="list-style-type: none"> • Confirmation Report to the SWDA • Transmittal memo to Standards Bureau attached the confirmation report, complete documentary requirements including the accomplished pre-accreditation assessment tool. <p>If the result of the pre-accreditation is not favorable, prepares a confirmation report to the SWDA and Standards Bureau highlighting the indicators / requirements for compliance of SWDA.</p> | None | 11 working days | Technical Staff (Standards Bureau - SB) Section Head/Division Chief/Bureau Director |
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| TOTAL Social Work Agency: | | None | 20 working days | |
| Senior Citizen Center: | | None | 19 working days | |
| <p>*The number of minutes shall be included on the total number of working days. ** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.</p> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| B. Applications received through Mail/Courier | | | | |
| <p>STEP 1: Send the Application Form together with the prescribed documentary requirements for Accreditation through Mail or Courier to:</p> <p>Standards Bureau DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City</p> | <p>Receives application (Completeness of requirements)</p> <p>1.1 Checks the completeness of the submitted application documents.</p> <p>1.2 Logs its receipt into the Document Transaction Management System (DTMS)</p> | | 1 hour | Incoming SB Support Staff |

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| | Note: Applications shall not be facilitated if no proof of payment for the processing fee is submitted.) | | | |
| STEP 2: | | | | |
| 1.1 For applicant SWDA with complete requirements. shall have acknowledgement receipt of the submitted requirements. | 1.1 Routes to SCMD Log receipt into the DTMS | None | 30 minutes | Incoming SB Support staff |
| 1.2 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements. | Tracks/Farms our to concerned Section Head: 1.2 Routes to concerned Section Head | | 30 minutes | Incoming SB Support staff |
| | Assigns to Technical Staff 1.1. Monitors incoming applications and assigns to technical staff 1.2. Provides notes/ instructions for action | | 2 hours | Section Head |
| STEP 3: Settle the required processing fee. | Assesses the submitted application documents if complete/compliant | | 3 days | Assigned Technical Staff |
| 1.1 For those operating in more than one region, the applicant organization may settle its payment either at DSWD Central Office or at the DSWD Field Office where their Main Office is located according to Organization's preference. | If with comments/inputs/ return to technical staff, conduct desk review of the received application as to completeness and compliance. 1.1 If complete and compliant, prepares acknowledgement letter indicating the schedule and mode of assessment | | | |



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| 1.2 Presents the Billing Statement at the Cashier and settles the required fee. | 1.2 Notify the SWDA on the payment for processing fee, otherwise, application shall not be facilitated. | | | |
| | <ul style="list-style-type: none"> Under Normal circumstances actual accreditation visit shall be conducted; During the state of calamity/ emergency, virtual assessment shall be conducted <p>2. If incomplete or non-compliant, prepare an acknowledgement letter indicating the checklist of lacking documents.</p> | | | |
| | Process the payment and issues Official Receipts | Php 1,000 | *15 minutes | Cashier (Finance Management Service-Cashier Division) |
| <p>STEP 4: Provide the DSWD Standards Bureau the copy of the Official Receipt (OR) through the following:</p> <ol style="list-style-type: none"> Scanned copy of the Official Receipt srb@dswd.gov.ph with the subject: Name of the Organization_ Copy of OR for Accreditation. Hand-carry the Photocopy of Official Receipt to Standards Bureau. Courier the Photocopy of Official Receipt to Standards Bureau. | <p>Acknowledge the copy of the Official Receipt from the SWDA.</p> <p>For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Bureau shall acknowledge the receipt of the Official Receipt and provide the copy to the Assigned Technical Staff.</p> | None | *15 Minutes | Support Staff in charge of incoming documents (Standards Bureau - SB) |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |



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| STEP 5: Wait for the result of the documents review and notice of Virtual Assessment. | Reviews acknowledgement letter and affixes the initial 1.1 If no comments/clarifications. Initial/endorse the final draft acknowledgement letter to the Division Chief for approval If with inputs/ comments corrections, return to the technical staff | | 2 days | Section Head, Division Chief |
| | 1.2. Logs it into the DTMS 1.3. Routes finalized acknowledgement letter to the OIC/Bureau Director for approval | | 2 hours | Incoming Support Staff, OBD Support Staff |
| | Approves acknowledgement letter. 1.1 If approved: Signed/ approved acknowledgement letter 1.2 If with inputs/comments/ corrections, return to SCMD/technical staff | | 1 day | Bureau Director |
| | Tracks and forwards the signed acknowledgement letter. Logs it into the DTMS | | 30 minutes | OBD Support Staff |
| | Receives and tracks the signed acknowledgement letter. 1.1 Logs it into the DTMS. 1.2 Emails advance copy of the signed acknowledgement letter | | 30 minutes | SCMD Support Staff |
| STEP 7: Confirm the Availability on the proposed Accreditation Assessment | Transmits to Records Section for delivery to concerned SWDA 1.1 For complete/compliant documents, send to SWDA the acknowledgement letter indicating the assessment schedule | | 1 hour | Outgoing SCMD Support Staff |



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| | 1.2 For non-compliant/with list of lacking requirements. end of process | | | |
| TOTAL For Complete and Compliant | | Php 1,000 | 6 working days | |
| Incomplete Submission | | None | 4 working days | |
| Accreditation Assessment Proper (2days) | | | | |
| STEP 1: | | | 2 days | Assigned Technical Staff |
| 1.1 Prepare and make available if necessary on the day of the scheduled/agreed assessment visit | 1.1 Conduct of Accreditation Assessment, with the applicable mode: | | | |
| | <ul style="list-style-type: none"> Under normal circumstances actual accreditation visit; During the state of calamity/ emergency virtual assessment. | | | |
| 1.2 Assist the Assessor during the conduct of the Accreditation Assessment | | | | |
| 1.3 Accomplish and place the Customer's Feedback Form on a sealed envelope. | 1.2 Activities to take place: | | | |
| | <ul style="list-style-type: none"> Focused Group Discussion; Key informant Interview; Review of documents based on the SWDA's compliance with standard indicators; Ocular inspection (thru virtual or actual); Exit conference; Highlights the result of the assessment. If initial findings are not favorable, agreed Action plan shall be prepared Requests SWDA to accomplish Client Satisfaction Measurement Form | | | |
| Sub-Total | | | 2 working days | |
| POST-ACCREDITATION ASSESSMENT | | | | |



| • For Issuance (11 working days) | | | | |
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| STEP 1: Wait on the result of Virtual Assessment/ Validation Assessment. | Favorable: 1.1 Prepares confirmation report with attachments. • If with comments/ inputs/ returned to technical staff 1.2. Review and provide inputs on the submitted reports including the attachments 1.3. Prepares Certificate in the security paper and second copy of the Certificate 1.4. Assigns accreditation number 1.5. Affixes initial on the second copy of certificate 1.6. Reviews final draft, signed/ approve confirmation report. Affixed initials with the certificate of accreditation and transmittal to the USBG. for approval | | 6 days | Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, SCMD, OBD Support Staff |
| Wait on the result of Virtual Assessment/ Validation Assessment. | Endorse final draft of Confirmation report for approval with Certificate of accreditation and executive summary | | 3 days | Bureau Director, OBD Support Staff, Outgoing SCMD Support Staff |
| | 1.1 SCBG Heads approve/ sign the Certificate of Accreditation If with inputs/ comments/ corrections, return to the technical staff | | 1 day | Incoming Support Staff from the Office of the Assistant Secretary, Assistant Secretary, Outgoing Support Staff from the Office of the Assistant Secretary |



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| STEP 2: 1.1 Inform SB on the preferred mode of release of Certificate (e.g. Pick-up or courier) 1.2 For those through courier, endorsement to Administrative Service - Records and Archives Management Division | Reviews/approves the Certificate of Accreditation 1.1 Signs/ approves certificate of accreditation 1.2 If with inputs/ comments, return to the SB | | 1 day | Undersecretary, Outgoing Support Staff from the Office of the Undersecretary, Incoming SB Support Staff |
| | Receives signed Accreditation Certificate 1.1 Email scanned copy of the confirmation report and signed Certificate to the SWDA 1.2 Prepares receiving copy of signed Confirmation Report 1.3 Coordinate with the concerned technical staff as to the SWDA's preferred mode of release of certificate e.g pick-up or courier 1.4 For those through courier, endorsement to Administrative Service - Records and Archives Management Division 1.5 Transmits the approved confirmation report and Certificate of Accreditation to the Records Section | | 2 hours | Incoming SB Support Staff, SCMD Support Staff, Outgoing SCMD Support Staff |
| Held in Abeyance (11 Working days) | | | | |
| STEP 1: 1.1 Wait on the result of Virtual Assessment/ Validation Assessment 1.2 Work on the agreed compliance/ lacking indicators | 1.1 Prepare confirmation report with indicators and period for compliance with Attached Action Plan 1.2 Track, review and endorse confirmation | | 5 days and 6 hours | Assigned Technical Staff, Section Head, Incoming SCMD Support Staff, Division Chief, Incoming SCMD support staff. |

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| | report to the OIC/Bureau Director | | | OBD Support Staff |
| | 1.1 Approves confirmation report 1.2 If with inputs/ comments/ corrections, return to SCMD technical staff | | 2 days, 30 minutes | Bureau Director, OBD Support Staff |
| | Tracks the signed confirmation report 1.1 Emails advance copy of the signed confirmation report to SWDA 1.2 Transmits to Records Section for delivery to concerned SWDA | | 1.5 hours | SCMD Support Staff, Outgoing SCMD Support Staff |
| TOTAL | | | | |
| For Compliant/Approved | | None | 11 working days | |
| For Complete Requirements with Areas for Compliance: | | None | 11 working days | |

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

** This does not include the travel time of documents from the DSWD Field Office to the Central Office and Vice-versa

12. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Organized by the Sustainable Livelihood Program (SLP)

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

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| Office or Division: | DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) | | |
| Classification: | Complex | | |
| Type of Transaction: | <ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) | | |
| Who may avail: | All eligible beneficiary CSOs organized by the Department through SLP. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i> | | <ul style="list-style-type: none"> DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO) | |

| 2. Endorsement of SLPAs with CoE signed by the Regional Program Coordinator (to include the project/s approved, address of the SLPA, and the budget approved for the project) | | • DSWD Sustainable Livelihood Program-Regional Program Management Office (DSWD SLP-RPMO) | | |
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| Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No.26 Series of 2020. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| STEP 1: Submit/file application documents | Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit. | None | *1 day | Focal Person - Standards Section - DSWD Field Office |
| Note: Application documents received after 3.00 PM shall be considered as a next working day transaction. | | | | |
| STEP 2: Wait for the result of the assessment | If Complete and Compliant: 1.1 Receive the documentary requirements If found incomplete or non-compliant. 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for compliance. | None | *4 days | Focal Person - Standards Section - DSWD Field Office |
| STEP 3: Issuance of Permit | 1.1 Forwards the signed memo to SLP-RMPO with the signed certificates and secures receiving copy. 1.2. Forwards signed memo to ICTMS for posting to FO website. 1.3. Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board | None | 2 days | Focal Person - Standards Section - DSWD Field Office |
| TOTAL For Complete and Compliant: | | None | 7 working days | |
| For Incomplete Submission: | | None | 30 minutes | |

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

13. Accreditation of Civil Society Organization (CSOs) as Beneficiary of DSWD Projects and/or Program - Non-SLP Organized

The process of issuing Certificate of Accreditation to Civil Society Organizations (CSOs) Beneficiaries of DSWD Projects and/or Program.

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| Office or Division: | DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, CARAGA, MIMAROPA & NCR) |
| Classification: | Highly Technical |
| Type of Transaction: | <ul style="list-style-type: none"> Government to Client (G2C) Government to Government (G2G) |
| Who may avail: | All eligible beneficiary CSOs organized by the Department through DSWD project/s and/or program/s. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| 1. Duly accomplished and duly sworn Beneficiary CSO Accreditation Application Form | • DSWD FO- Standards Section |
| 2. Proof of existence or presence of the CSO in its stated address and area of operation or organization, namely: <ul style="list-style-type: none"> a. Pictures of office and direction sketch; and b. At least one of the following documents: <ul style="list-style-type: none"> i. <i>Barangay certification</i> ii. <i>Certification or endorsement from at least two (2) publicly known individuals in the community</i> iii. <i>Other documents showing proof of existence</i> | • CSO Beneficiary Applicant |
| 3. Proof of organization, namely: <ul style="list-style-type: none"> a. Organizational chart or governance structure; and b. Date of organization, list of officers and members with their complete names, dates of birth (if known and or registered, complete address, and contact numbers, if available; | • CSO Beneficiary Applicant |
| 4. Certificate of Good Standing – if the CSO applicant has received public funds prior to its application; Specifically stating that the CSO has liquidated, in accordance with COA regulations, all fund transfers due for liquidation | • Government agency or agencies from which it has received public funds |
| 5. Proof of having undergone Social Preparation | • Designated DSWD Regional Program/Project Officer of the DSWD Program or project where the CSO applicant is seeking funds |
| Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2017. | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| STEP 1: Submit/file application documents | Logs receipt into the document tracking system (DTS)/ Logbook Refer to the concerned unit. | None | *2 hours | Focal Person - Standards Section - DSWD Field Office |

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.



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| <p>STEP 2:</p> <p>Wait for the result of the assessment</p> | <p>If Complete and Compliant:</p> <p>1.1 Receive and review the documentary requirements</p> <p>1.2 Posting of applicant to DSWD website</p> <p>1.3 Preparatory activities for the conduct of validation</p> <p>1.4 Conducts validation as to the existence of the applicant beneficiary CSO including its on-going projects and/or programs as applicable.</p> <p>To include activities e.g. FGD, interviews, photo documentation of the validation site, interviewed persons and other related documents</p> <p>1.5 Prepares and signs Validation Report and Abstract with supporting documents.</p> <p>1.6 Evaluation and deliberation by the Field Office- Accreditation Committee.</p> <p>1.7 Prepares the Certificate of Accreditation</p> <p>1.8 Facilitates the signing of the Certificate of Accreditation</p> <p>1.9 Post of list of accredited Beneficiary CSOs to FO-assigned bulletin board</p> <p>If found incomplete or non-compliant (in any part of the process)</p> <p>1.1 If found to be incomplete, prepares acknowledgement memorandum returning the application documents for compliance.</p> <p>1.2 If an irregularity, falsehood, fabrication or forgery is noted or found in the documents the</p> | <p>None</p> | <p>*18 days and 6 hours</p> | <p>Focal Person - Standards Section - DSWD Field Office</p> |
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| | applicant shall be required to explain not later than 3 days from receipt of notice issued by the Regional Director. | | | |
| STEP 3: Receives the Certificate of Accreditation | Release of the signed Certificate/s of Accreditation through: 1) Befitting ceremony (e.g. during the flag-raising ceremony) 2) Pick-up by the CSO applicant. 3) Courier, and 4) Hand-carrying of the Certificate/s of Accreditation whichever is practicable | None | *1 day | Focal Person - Standards Section - DSWD Field Office |
| TOTAL | | | | |
| For Complete and Compliant: | | N/A | 20 working days | |
| For Incomplete Submission: | | None | 30 minutes | |

*The number of minutes shall be included on the total 20 working days.

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

14. Accreditation of Pre-Marriage Counselors

The process of assessing the applicant eligible to conduct pre-marriage counseling pursuant to Article 16 of the Family Code of the Philippines.

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| Office or Division: | DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) |
| Classification: | Highly Technical |
| Type of Transaction: | • Government to Client (G2C) |
| Who may avail: | All qualified applicants per item VIII of MC 1 s. 2019 and as amended in MC 10 s. 2021 |
| CHECKLIST OF REQUIREMENTS | |
| A. For New Applicants | |
| 1. One (1) Duly Accomplished Application Form. | <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex A. PMC Form App |
| One (1) photocopy of the following documents (<u>original copies must be presented</u>): | |



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| <p>1. Any of the following as proof that the applicant is a graduate of four (4) year course:</p> <p>a. Photocopy of Certificate of graduation/college diploma or transcript of records; or</p> <p>b. Certified photocopy of valid PRC ID.</p> | <ul style="list-style-type: none"> Any PRC Office nationwide |
| <p>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.</p> | <ul style="list-style-type: none"> Training Provider |
| <p>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:</p> <p>a. Certification from immediate Supervisor; or</p> <p>b. An approved resolution</p> | <ul style="list-style-type: none"> Local Government Office |
| <p>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.</p> | <ul style="list-style-type: none"> https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf <p><i>Annex C. Documentation Report Template</i></p> |
| Other documents to be made available during the assessment visit: | |
| <p>Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.</p> | |
| B. For Renewal | |
| <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> | <ul style="list-style-type: none"> Training Provider |



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| 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 (<u>Annex D</u>): | <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex D. PMC Form |
| 3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<u>Annex C</u>): | <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex C. PMC Form |

Other documents to be made available during the validation visit.

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| a. Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit. | |
| b. Accomplished and consolidated result of client feedback/satisfaction survey (See <u>Annex F</u> for the template) of about fifty (50) percent of the total number of counselled couple for the past year; and | <ul style="list-style-type: none"> Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR) https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf Annex F. PMC Form |
| c. A summary/record on the number of Certificate of Marriage Counseling issued. | <ul style="list-style-type: none"> |

Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 01 Series of 2019.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Assessment Procedures for Walk-in Applicants | | | | |
| STEP 1: Secures application form thru the DSWD Website/Field Office | Provides client application form, and checklist of requirements | None | *5 minutes | Support Staff in charge of all incoming documents (Field Office - Standards Section) |
| STEP 2: Submit/ file application and supporting documents at Field Office -- Standards Section | Records receipt of application and forward the same to assigned staff. | None | *15 minutes | Support Staff in charge of all incoming documents (Field Office - Standards Section) |
| Note: Application documents received after 3:00 PM shall be considered as a next working day transaction. | | | | |
| STEP 3: Awaits for acknowledgement or notification relative to the application. | 1. Reviews and Assess the completeness of requirements/ documents submitted and prepare | None | 5 working days and 2 hours | Technical Staff or Officer of the day / Support Staff in charge of all incoming documents |

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| | <p>acknowledgement letter, to wit:</p> <p>1.1 If found complete/sufficient, acknowledge receipt of application and notifies applicant and coordinate for the schedule of assessment visit.</p> <p>1.2 If found insufficient/have not met required qualification and requirements, acknowledge receipt and notify the applicant on the lacking requirements and provide necessary technical assistance.</p> <p>2. Review and approval of Supervisor/Section Head</p> <p>3. Review and approval of the Regional Director.</p> | | | <p>(Field Office - Standards Section)</p> <p>Supervisor/ Section Head</p> <p>Regional Director</p> |
| Step 4: Accomplish and drop the Customer's Feedback Form on the dropbox. | Provide the applicant the Organization the Customer's Feedback Form | None | *5 minutes | Support Staff (Field Office - Standards Section) |
| STEP 5: Actual Accreditation Assessment | <p>Conducts validation assessment with the applicable mode:</p> <ul style="list-style-type: none"> Under Normal circumstances actual accreditation visit; During the state of calamity/ emergency virtual assessment. <p>Activities to take place:</p> | None | 1 working day | Technical Staff or Officer of the day (Field Office - Standards Section) |



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| | 1. Brief overview on the assessment process. 2. Observation on the counseling session; and 3. Exit Conference | | | |
| STEP 6: Awaits the approval of the confirmation report/issuance of the Certificate | 1.1 Final Assessment of the application documents and result of the actual accreditation assessment. 1.2 Prepares the confirmation report, with the following possible content: a. If favorable, inform applicant on the approval of his/her accreditation. b. If unfavorable, recommend for re-assessment. 1.3 Forwards to the office of the RD for approval/signature. 1.4 Approval and signature of the documents | None | 7 working days | Technical Staff/ Section Head/ Division Chief/ Support Staff Regional Director |
| STEP 7: Awaits for the approval and issuance of certificate, if favorable. | Prepares certificate for issuance, if favourable. Approval and signature of the Certificate | None | 5 working days | Support Staff Regional Director |
| STEP 8: Receives the Accreditation Certificate | Release of Certificate | None | 1 working day | Support Staff (Field Office - Standards Section) |
| TOTAL | | | | |
| For Complete and Compliant: | | None | 18 working days and 2.25 hours | |
| For Complete Requirements with Areas for Compliance: | | None | 25 minutes | |

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

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

15. Endorsement of Duty-Exempt Importation of Donations to SWDAS

The process of assessing the applicant SWDA to determine whether its submitted requirements suffice their exemption from paying customs dues for the release of foreign donations consigned to them.

| Office or Division: | Standards Section – DSWD Field Office Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office | | |
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| Classification: | Highly Technical | | |
| Type of Transaction: | Government to Client (G2C) | | |
| Who may avail of: | Licensed and/or accredited private Social Welfare and Development Agencies (SWDAs) in accordance to section 800(m) of the Republic Act No. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) of 2016, who wish to exempt from customs dues the foreign donations consigned to them. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Application form (DSWD DFE Form 1) | | <ul style="list-style-type: none">DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon CityAny DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 1 | |
| 2. Authenticated Deed of Donation from the Philippine Consular Office of the country of origin | | Philippine Consular Office (i.e. embassy or consulate) of the country of origin | |
| 3. Notarized Deed of Acceptance | | Notary public | |
| 4. Copy of valid DSWD Registration, License and/or Accreditation Certificate | | Issued by the DSWD to the licensed and/or accredited SWDA | |
| 5. Bill of Lading or Airway Bill | | Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee. | |
| 6. Packing List | | Carrier (or agent) to acknowledge receipt of cargo for shipment, usually provided by the donor to the donee | |
| 7. Plan of Distribution | | https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – DSWD DFE Form 2 | |



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| | <ul style="list-style-type: none"> To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution |
| OPTIONAL REQUIREMENTS | |
| 1. Certification from Food and Drug Administration (FDA), in case of medicines | Food and Drug Administration -- Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa City 1781 |
| 2. Notarized distribution report on latest shipment, if not the first time to import foreign donations. | https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf – <i>DSWD DFE Form 3</i> <ul style="list-style-type: none"> To be certified correct by the concerned DSWD Field Office |
| 3. Proof of prior agreements or approved arrangements, in case in case of relief items other than food and medicines | Appropriate government agencies |
| Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 21 Series of 2019. | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| STEP 1: The representative of the SWDA files the application form, together with the supporting documents/requirements at the respective DSWD-Field Office covering the region where the intended distribution of goods shall take place. | 1. Reviews the completeness and correctness of the submitted application documents based on the checklist. <i>If complete, forward for tracking to Support Staff</i> <i>If incomplete, return to applicant, provide TA and checklist of requirements.</i> 2. Logs its receipt into the document tracking system 3. Provides the walk-in applicant with document reference number for easy tracking. | None | *30 minutes | Field Office: Standards Unit administrative personnel and/or Officer-of-the-Day |

Note: Application documents received after 3:00 PM shall be considered as a next working day transaction.

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| STEP 2: The applicant shall pay the required processing fee at the Cash Unit of the concerned DSWD-Field Office; provides a copy to the Standards Section | Accounting Section for the order of payment then pay the necessary fee to Cash Section; Issues an official receipt. | Php1,000.00 | *10 minutes | Field Office: Cash Section personnel |
| STEP 3: Awaits results of the assessment. | Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements; Step 3a – If found compliant to eligibility and documentary requirements Prepare for conduct of area visit Step 3b – If found non-compliant to eligibility and documentary requirements Return application documents to the applicant with a letter and checklist citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements Provides the applicant the Client Satisfaction Measurement Form | None | 3 working days | Field Office: Standards Section technical staff |
| Note: While face-to-face is still prohibited during this pandemic situation, technical assistance shall be provided in written form. In the event that the return of documents cannot be facilitated due to unavailability of the service provider, acknowledgment letter shall indicate the checklist of documents for compliance to be secured or accomplished. | | | | |
| STEP 4: Validation Visit | Conducts area visit, obtains in-depth information concerning administrative and operational aspects of | None | 2 working days (per agreed schedule) | Field Office: Standards Section Technical Staff |

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| | the program. (Optional) | | | |
| STEP 5: Endorsement to the DSWD Central Office. | Endorses the draft acknowledgment letter to the Regional Director for approval | None | 1 working day | Field Office: Standards Section Technical Staff DSWD Regional Director |
| | Endorses the application to the Standards Bureau at the Central Office | | | |
| | If deficient to return the application to the applicant and provide the necessary technical assistance to comply with the requirement/s. | | | |
| | <p>Checks the completeness of the submitted application documents.</p> <p>1.1. Logs its receipt into the Document Transaction Management System (DTMS)</p> <p>If incomplete, return the documents and inform the Field Office concerned that the application shall not be processed unless they have submitted the complete documents.</p> <p>If approved, forward the application to the Office of the Undersecretary supervising the Standards Bureau.</p> | None | 3 working days | Standards Bureau: SCMD Technical Staff/ Division Chief/ Bureau Director |

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| | Prepares the following: <ul style="list-style-type: none"> • Endorsement letter to the DOF/Conforme letter to applicant that it should comply with post-facilitation requirements • Letter to concerned DSWD Field Office informing them of the endorsement If disapproved, return the documents and send a written communication to concerned DSWD Field Office, copy furnished the applicant, indicating reasons for disapproving the application. | | | |
| | Endorsement to the Secretary Affixes initial to the endorsement letter to DOF | None | 1 working day | DSWD Undersecretary supervising the Standards Bureau |
| | Final Approval of the Endorsement Affixes signature to the endorsement letter to DOF | None | 3 working days | SWD Secretary |
| STEP 6: Approved applicants to pick up the Endorsement Letter | Informs the applicant and Field Office of the approval of endorsement. Preparation of the endorsement letter for pick-up of the applicant and the conforme letter for their signature. | None | *10 minutes | Standards Bureau: SCMD Technical Staff |
| TOTAL | | | | |
| Complete and Compliant: | | ₱1,000.00 | Fourteen (14) days | |
| Complete but non-Compliant Submission: | | ₱1,000.00 | Eight (8) days and fifty (50) minutes | |
| For Incomplete Submission: | | None | 30 minutes | |

*The number of minutes shall be included on the total 20 working days.

*** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.*

16. Accreditation of Social Workers Managing Court Cases (SWMCCS)

The process of assessing the Social Workers managing court-related cases as to their compliance to delivery of quality service.

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| Office: | Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office |
| Type of Transaction: | Highly Technical |
| Who may avail: | All Social Workers who are direct practitioners including supervisors from the DSWD Field Offices, residential, and center-based facilities, Local Government Units, other National Government Agencies, Court Social Workers, Non-Government Organizations, and individual practitioners managing court cases of the disadvantaged groups. |
| CHECKLIST OF REQUIREMENTS¹ | |
| A. For New Applicants | |
| 1. For Social Workers | |
| a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A) | <ul style="list-style-type: none">• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)• Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form |
| b. 2 copies and original Valid Professional Regulations Commission Registration ID Card | Professional Regulations Commission |
| c. 2 copies of Certificate of attendance to basic course training (at least 32 hours) on the management of court cases from DSWD or its recognized training institutions: <i>*In case of lost certificate, a certified true copy from the training provider may be presented</i> | Training Provider |
| d. Summary documentation of four (4) cases managed (Annex B) | Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template |

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| e. Letter of Recommendation attesting to the competence of the social worker | Any of the following: <ul style="list-style-type: none"> • Supervisor of the applicant; • Philippine Association of Social Workers, Inc. (PASWI); • If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI) |
| f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes | Applicant/Client |
| 2. For Supervisors | |
| a. First three (3) requirements stated under new applicants for social worker | (Same as stated above) |
| b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance | Applicant/Client |
| c. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; • Case summaries; • Case conference proceedings/notes | Applicant/Client |
| B. For Renewal | |
| 1. For Social Workers | |
| a. Certificate of attendance to relevant trainings attended or refresher course of at least 24 hours | DSWD or recognized training institutions |
| b. Summary documentation (Annex B) of cases managed for the last six months | Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the template |
| c. Recommendation from the Supervisor attesting to the competence of social worker in managing court cases | Applicant/Client |

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| d. The following documents on cases handled must be made available during on-site assessment: | Applicant/Client |
| <ul style="list-style-type: none"> • Case study reports; • Progress/running notes; and • Other relevant documentations pertaining to the cases | |
| 2. For Supervisor | |
| a. First three (3) requirements stated under renewal for social worker | (As stated above) |
| b. Technical supervisory notes of two (2) supervisees as proof of providing technical assistance | Applicant/Client |
| c. The following documents on cases handled must be made available during on-site assessment: | Applicant/Client |
| <ul style="list-style-type: none"> • Case study reports; • Progress/running notes/marginal notes; • Case summaries; • Case conference proceedings/notes | |
| Note to Applicant: The acceptance of application documents does not imply that the application is already approved. The applicant must satisfy the assessment indicators based on DSWD Memorandum Circular No. 17 Series of 2018. | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| A. Applications received through Walk-in Applicants | | | | |
| STEP 1: The Applicant shall file application (Annex A) at the concerned DSWD Field Offices (FO) – Standards Section together with the requirements stated above. | <p>A. the Field Office- Standards Section Support Staff shall receive submitted documents with its original copies. A Document Reference Number shall be provided to the applicant for easy tracking.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> <p>If incomplete, documents shall be returned accompanied by provision of technical assistance and checklist of requirements.</p> | None | 1 hour and 30 minutes | Standards Section Support Staff/ Standards Section Head / Technical Staff |

B. Applications received through Mail/Courier

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| | <p>1.1.B The Field Office-Standards Section shall receive the submitted documents and shall then farms out to the Standards Head Section.</p> <p>If complete, the Technical Staff assigned by the Section Head will then proceed with the pre-assessment process.</p> | None | 4 hours 20 minutes | Standards Section Support Staff/ Standards Section Head / Technical Staff |
| | <p>1.1. The technical staff shall conduct desk review of the received application as to completeness and compliance.</p> | None | 6 days and 1 hour | Assigned Standards Section Technical Staff / Standards Section Head/ PPD/ ORD |
| | <p>1.2. If requirements are complete and compliant, the Field Office-Standards Section shall prepare pre-assessment report and/or endorsement report to Standards Bureau along with the acknowledgement letter to the applicant Social Worker on the status of the application.</p> <p>If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.</p> | None | | |
| | <p>1.3. One set of copy of the application requirements and the signed/approved pre-assessment report and/or endorsement report shall be endorsed to DSWD-Standards Bureau, and file the other copy in the Field Office.</p> <p>The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.</p> | None | 1 hour | Standards Section Support Staff |



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| | 1.4. The Standards Bureau-Support Staff shall receive the endorsed application and will endorse to Standards Compliance Monitoring Division (SCMD) thru the Section Head. | None | 2.5 hours | DSWD – Standards Bureau Support Staff / SCMD Section Head |
| | <p>1.5. The Standards Compliance Monitoring Division (SCMD) Technical Staff shall review the application and documents submitted by the Applicant through Field Office.</p> <p>If complete and compliant, preparation of acknowledgement letter indicating the schedule and mode of accreditation shall be made:</p> <ul style="list-style-type: none"> • Under Normal circumstances actual accreditation visit shall be conducted; • During the state of calamity/ emergency, virtual accreditation shall be conducted <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p> | None | 1 day | Assigned DSWD- Standards Bureau technical staff, depending on the Field Office where the application was from. |
| | 1.6. If the submitted documents are complete and compliant, the signed and approved Acknowledgement letter shall be endorsed to the Applicant through the Field Office on the schedule of the assessment | None | 13 hours and 30 minutes | Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director DSWD- Standards Bureau |
| STEP 2: The Applicant shall coordinate with | The technical staff shall conduct assessment through review of case records, interview of the | None | 1 day (per agreed schedule) | Assigned technical staff from DSWD- Standards Bureau |



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| Standards Bureau through the Field Office on the schedule of the assessment. | applicant and client/s, and conduct of other relevant activities. | | | |
| | <p>1.7. Technical Staff shall prepare the Confirmation Report Certificate of Accreditation, Executive Summary for the Assistant Secretary and Undersecretary and the transmittal memo for review and approval of the Section Head and Division Chief.</p> <p><i>*If the applicant/s falls below the set standards, the said applicant/s shall be given appropriate technical assistance on the areas needing improving. A re-assessment shall be conducted after six months.</i></p> | None | 5 days and 2 hours after conduct of assessment | DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief |
| Issuance of Accreditation Certificate. This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards. | | | | |
| | <p>1.8. Standards Bureau shall review and/or approve and endorse the Confirmation Report, Executive Summary, Certificate of Accreditation and transmittal memo to the Assistant Cluster Head.</p> <p>If with inputs/comments/ corrections, the documents shall be returned to the technical staff.</p> | None | 1 day and 1 hour and 30 minutes | Bureau Director DSWD-Standards Bureau |
| | <p>1.9. The Assistant Cluster Head to review and/or approve and endorse the Executive Summary, Certificate of Accreditation and transmittal memo to the Undersecretary.</p> <p>If there will be inputs/comments, it shall be returned to the Standards Bureau.</p> | None | 1 day and 1 hour | Assistant Secretary/ Cluster Head DSWD-Standards and Capacity Building Group |
| | 1.10. The Cluster Head to review and/or approve the Certificate of Accreditation | None | 1 day and 1 hour | Undersecretary/ Cluster Head |



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| | and other approved attached documents. | | | DSWD-Standards and Capacity Building Group |
| | 1.11. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office. One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section | None | 2 hours | Standards Compliance Monitoring Division (SCMD) Support Staff |
| 2. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed. | 1.1 Notify the Applicant Organization on the availability of the Certificate 1.2 Issues the Certificate of Accreditation | None | 30 minutes | Support staff from the DSWD FO-Standards Section |
| Total Processing Time: | | | 20 working days | |

*The number of minutes shall be included on the total 20 working days.

** This does not include the travel time of documents from the DSWD Field Office to the Central Office, and vice versa.

17. Implementation of Government Internship Program (GIP)

The Government Internship Program is part of the Kabataan 2000 program of the government. It was developed with the end goal of providing opportunity for both out-of-school and in-school youths a hands-on experience of working in various government agencies, which they could later use when they later decide to be part of the government workforce. This is likewise an opportunity for them to learn life skills in the workplace at the same time earn money to augment their school needs.

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|------------------------------------------------------|---------------------------------------|
| Office or Division | Sectoral Programs Division |
| Classification | Simple |
| Type of Transaction | G2G – Government to Government |
| Who may avail | Filipino Youth (18 – 25 years of age) |
| CHECKLIST of REQUIREMENTS | |
| WHERE TO SECURE | |
| Government Internship Program Implementation | |
| A. Application as participants of the program | |
| 1. Duly accomplished Application Form | DSWD Central Office and Field Offices |



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| 2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old. | Philippine Statistics Authority (PSA) Concerned Government Agencies |
| 3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance. | School |
| 4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay. | Barangay or Concerned Office/s of the parents |

TRANSACTION

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROESSING TIME | PERSON RESPONSIBLE |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|-----------------------------------------------------------|
| I. Pre-Implementation Phase | | | | |
| 1. Announcement on the deadline of the application form and other needed documents | 1.1 Notice of acceptance of applicants (Announcement during flag raising ceremonies, through press release and radio announcements) | None | 10 minutes | Youth Focal Person |
| 2. Application or Registration | 2.1 Issuance of Applications forms 2.2 Issuance service sequence number 2.3 Encoding of the client's information in Spreadsheet) | None | 10 minutes | Youth Focal Person |
| 3. Submit the required documents to the DSWD Central Office/Field Office | 3.1 Screen the required documents its authenticity | None | 1 day | Youth Focal Person and TWG or Selection Committee Members |
| 4. Assessment of applications | 4.1 Conduct table Assessment of the applications based on the qualifications. | None | 2 days | TWG or Selection Committee members |
| 5. Notification of qualified applicants for interview | 5.1 Notify the qualified applicants for Interview | None | 1 day | TWG or Selection Committee Members |
| 6. Client will go for an interview at DSWD | 6.1 Conduct actual interview | None | 2 days | Youth Focal Person and TWG |

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| 2. Photocopy of PSA issued Birth Certificate of the Youth or any government issued ID indicating the date of birth – youth must be aged 18-25 years old. | Philippine Statistics Authority (PSA) Concerned Government Agencies |
| 3. Recent School registration form or certification from the school indicating the recent year/semester of the applicant's school attendance. | School |
| 4. Photocopy of income tax return (ITR) of parents/head of the family/guardian or Barangay Certificate or Indigency confirming that family is residing in the barangay. | Barangay or Concerned Office/s of the parents |

TRANSACTION

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROESSING TIME | PERSON RESPONSIBLE |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|-----------------------------------------------------------|
| I. Pre-Implementation Phase | | | | |
| 1. Announcement on the deadline of the application form and other needed documents | 1.1 Notice of acceptance of applicants (Announcement during flag raising ceremonies, through press release and radio announcements) | None | 10 minutes | Youth Focal Person |
| 2. Application or Registration | 2.1 Issuance of Applications forms 2.2 Issuance service sequence number 2.3 Encoding of the client's information in Spreadsheet) | None | 10 minutes | Youth Focal Person |
| 3. Submit the required documents to the DSWD Central Office/Field Office | 3.1 Screen the required documents its authenticity | None | 1 day | Youth Focal Person and TWG or Selection Committee Members |
| 4. Assessment of applications | 4.1 Conduct table Assessment of the applications based on the qualifications. | None | 2 days | TWG or Selection Committee members |
| 5. Notification of qualified applicants for interview | 5.1 Notify the qualified applicants for interview | None | 1 day | TWG or Selection Committee Members |
| 6. Client will go for an interview at DSWD | 6.1 Conduct actual interview | None | 2 days | Youth Focal Person and TWG |

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|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------|------------------------|--|
| Central Office | Office/Field Office | with the applicants. | | | |
| 7. Receive notification on the status of your application | 7.1 Final screen the applicants (All qualified applicants will be notified on the next steps to take while the applicants who did not qualify will still be notified about the status of their application) | None | 1 day | Youth Focal Person | |
| Total | | None | 7 days | | |
| II. Implementation Phase | | | | | |
| 8. Attend Orientation | 8.1 Conduct orientation with the selected participants about the GIP program) | None | 1 day | Youth Focal Person | |
| 9. Render service in the area of assignment | 9.1 Assist and monitor the youth in their area of assignment | None | 30 working days | Youth Focal Person | |
| 10. Attend Capacity Building Activities | 10. 1 Conduct capacity building activities | None | 1 day | Youth Focal Person | |
| 11. Receive stipend | 11. 1 Provide stipend to the youth (Stipend is 75% of the current regional minimum wage rate) | None | 1 day | Youth Focal Person | |
| Total | | None | 33 days | | |
| III. Post-Implementation Phase | | | | | |
| 12. Attend Program Evaluation Activity | 12. Conduct program evaluation activity | None | 1 day | Youth Focal Person/TWG | |
| TOTAL | | NONE | 1 Day | | |

PROMOTIVE SERVICES DIVISION

Frontline Services

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| | <p>1.3 Issue SLP Walk-In Client Slip to client/s in order to certify his/her appearance at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form</p> | | 20 minutes | Client and RPMO Project Development Officer or Field Project Development Officer |
| <p>Assess/Validates Participants Eligibility</p> <p><i>(walk-in client, referrals and other means of endorsement)</i></p> | <p>1.4 Acknowledge upon receipt of referrals from SLP NPMO, PCC, 8888, OP and other institutions.</p> | Not Applicable | 1 hour | <p>Regional Program Coordinator</p> <p>RPMO Project Development Officer or Field Project Development Officer</p> |
| | <p>1.5 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)</p> | Not Applicable | 20 minutes | RPMO Project Development Officer |
| | <p>1.6 Provide list of name/s for name matching to Listahanan – NHTU and Pantawid Database</p> | Not Applicable | <p>Pantawid 1 day</p> <p>Non-Pantawid 2 days</p> | <p>RPMO Project Development Officer or Field Project Development Officer</p> <p>Pantawid</p> <p>Listahanan</p> |
| Endorsement Process | <p>1.7 Endorse to Provincial Offices for appropriate action,</p> <p><i>All Client/s with POOR status result and PANTAWID members shall proceed to Track Selection, Social Preparation and Resource Mobilization</i></p> <p><i>However, the following should be considered If the results of the clients on the NHTU is no name match:</i></p> | Not Applicable | 50 minutes | RPMO Project Development Officer |

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| | a.) Conduct home visitation for Administration of HAF or SLP Means Test | | 1 day | Field Project Development Officer |
| | b.) Administration of Livelihood Assessment Form (LAF) and SLP orientation | | 1 day | Field Project Development Officer |
| | 1.8 Inform the client/s on the result of the Listahanan Name Matching <i>All clients with Listahanan non-poor results</i> Provide endorsement letter to concern stakeholders for those client/s who are not qualified to avail the program | Not Applicable | 1 hour | RPMO Project Development Officer Provincial Coordinator Partnership Officer/s |
| Conduct of Social Preparation | 2.1 Qualified individual/s will undergo Orientation on Social Preparation stages; A.) Conduct Capacity Building B.) Provide results on the conducted Sustainable Livelihood Analysis (SLA), and SWOT analysis C.) Undergo Track Selection, client/s will show their interest, strength and weaknesses, so that they can identify the suitable track for them D.) Conduct of Micro – Enterprise Development Training (MD) or Basic Employment Skills Training | Not Applicable | 3 days | Client and Field Project Development Officer |

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| 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 | 2.3 Prepare and submit the Modality Application form and the Mungkahing Proyekto along with the complete details of the Enterprise a. Business Name b. Cost of initial capital investment c. List of raw materials with price d. List of building/infrastructure materials for the project | 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 |
| | TOTAL | | 15 days | |

4. Grievance Management Process for SLP - RPMO

The Grievance Management Process of RPMO, facilitate the request of individual client/s. All program related grievances received by the office filed through the different channels including the SLP NPMO.

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| Office or Division: | Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All DSWD FOs, DSWD OBSUs, or other Agencies/Institutions | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 2. Filled-up SLP Grievance Form – for walk-in clients Grievance/ Complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others | | SLP Helpdesk 3 rd Floor, Mahusay Building | | |
| 3. Supporting documents | | | | |
| Regional Program Management Office (RPMO) Level | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions | 1.1 Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i> | None | 10 Minutes | Grievance Referral Management Officer (GRMO) |
| | 1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook | | 10 minutes | GRMO Complainant |

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| | <p>1.3. Issue SLP Walk-in Complainant Slip: certifying that the complainant appeared at the SLP RPMO</p> <p>Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention</p> | | 20 minutes | GRMO Complainant |
| | <p>1.4. Grievances are assessed and sorted based on the validity/gravity.</p> <p>Ensure accomplished forms.</p> <p>Prepare letter of acknowledgement.</p> <p>Encoding to Database the deployment of Fact-Finding Team.</p> | | 30 minutes | Regional Program Coordinator Grievance Referral Management Officer (GRMO) |
| | <p>1.5. Non-Cognizable Grievance (Simple Transactions)</p> <p>The Non-Cognizable (invalid) grievance does not require verification</p> <p>The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.</p> | | 7 days | Fact Finding Team |
| | <p>1.6. For Cognizable Grievance- Major Grievance (Highly Technical Transactions)</p> <p>The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.</p> <p>For grievances that need further assessment, the SLP Regional Grievance Management Committee (RMGC) shall be activated to include the deployment of Fact-Finding Team.</p> <p>Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.</p> | | 20 days | SLP Regional Grievance Management Committee (RMGC) |
| | <p>1.7. The Fact finding team shall conduct field visit for assessment/ validation and</p> | | 4 days | SLP Regional Grievance Management |



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| | investigation and other duties and responsibilities under GMP | | | Committee (RGMC) |
| | 1.8. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback | | 4-13 days | Fact Finding Team |
| | 1.9. Provide recommendation and decision or be endorsing to concerned OBSUs towards the resolution of the grievance | | 1 day | SLP Regional Grievance Management Committee (SLP RGMC) |
| | 1.10. Provide feedback to the complainant on the action taken | | 1 day | Grievance Referral Management Officer (GRMO) |
| | 1.11. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution | | 1-4 days (FO RGC) | SLP Regional Grievance Management Committee (RGMC) |
| | 1.12. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD) | | 1 day | RGMO |
| | 1.13. SLP RGMC gathered information/documentation for submission to the Office of the Secretary | | | FO RGMC/AG-AC/Management |
| | 1.14. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines | | | FO RGMC/AG-AC/Management |
| | 1.15. SLP RGMC gathered information/documentation submitted along LGU <i>concerned Employee</i> and if the LGU Official is concerned to the Civil Service Commission | | | FO RGMC/AG-AC/Management |

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| | LGU Employees - Endorse to the Local Government Unit – Local Chief Executives | | | |
| | 1.16. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action. The DSWD Central Office or Field Office lawsuits against the stakeholder | | | FO RGMC/ AG-AC/ Manageme nt |
| | 1.17. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director following the RA No. 6713 and to the DSWD Regional Grievance Committee. | | | FO RGMC/ AG-AC/ Manageme nt |
| | 1.18. Issuance of Resolution based on the decision by the authority | | 1 day | (GRMO) |
| | 1.19. If Resolution was issued by the: PC -- Appeal processed by the SLP RGMC SLP RGMC or SLP RPMO -- The appeal shall be processed by the SLP NPMO GMC SLP NPMO GMC -- Appeal process by Office of the Secretary or OBSUs concerned | | 1 day | (GRMO) |
| | 1.20. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. | | 1 day | (GRMO) |
| TOTAL | | None | 43 days,10 minutes - days,10 minutes | 55 |
| Provincial Management Office (PMO) Level | | | | |
| 1. Receiving Grievance referred/endor sed from Field Offices. OBSUs, NGAs, NGOs, CSOs, 8888 Citizens Complaint | 1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. <i>Note: for complaint received from the Provincial Coordinator, 8888, SLP NPMO and other stakeholders, LGUs, proceed to 4.</i> | None | 10 minutes | Provincial Grievance Management Officer (PGMO) |

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| Hotline, and other institutions | 1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook | | 10 minutes | PGMO |
| | 1.3. Issue SLP Walk-in Complainant Slip; certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | | 20 minutes | PGMO |
| | 1.4. Grievances are assessed and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. The Non – cognizable Grievance (invalid) grievance does not require verification Encoding to Database | | 30 minutes | PGMO |
| | 1.5. Non-Cognizable Grievance (Simple Transactions) The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation. | | 1-3 days | PGMO |
| | 1.6. All major grievances are endorsed to RPMO | | 1 day | PGMO |
| | 1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. | | 4-13 days | PGMO |
| | 1.8. The Data gathered and essential information will be part of the endorsed documents to RPMO. | | 1 day | PGMO |
| | 1.9. Provide feedback to the complainant on the action taken | | 1 day | PGMO |
| | | | 1.10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. | |
| TOTAL | | None | 10 days,10 minutes - 21 days, 10 minutes | |
| SLP Municipal Level | | | | |
| 1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs. | 1.1. Explain and read to the complainant the data privacy consent - RA 10173 in the SLP Grievance Intake Form. Note: for complaint received from the Provincial Coordinator. 8888. SLP NPMO | None | 11 minutes | FPDO |



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| NGOs, CSOs, 8888 Citizens Complaint Hotline, and other institutions | and other stakeholders, LGUs, proceed to 4. | | |
| | 1.2. Fill-out the SLP Grievance Intake Form. Request the complainant to register in the Walk-in Complainant Logbook | 11 minutes | FPDO Complainant |
| | 1.3. Issue SLP Walk-in Complainant Slip, certifying that the complainant appeared at the SLP RPMO Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and initial intervention | 20 minutes | FPDO Complainant |
| | 1.4. Grievances are assessed (e.g. involvement of PDO) and sorted based on the validity/gravity. Ensure accomplished forms, prepare letter of acknowledgement. Encoding to Database | PGMO 30 minutes | PGMO |
| | 1.5. Non-Cognizable Grievance (Simple Transactions) The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation. | 3 days | PGMO |
| | 1.6. All major grievances are endorsed to RPMO | 1 day | PGMO |
| | 1.7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance. The PGO will check the involvement of the PDO before | 1 day | Grievance Verification Report (Annex C) |
| | 1.8. Provide feedback to the complainant on the action taken | 1 day | Grievance Feedback Report (Annex B) |
| | 1.9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties. | 1 day | Grievance Monitoring Report (Annex D) Encoded in the SLP Grievance Tracker |
| TOTAL | | None | 8 days and 12 minutes |

| 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"> • Every Friday, all CSF Forms will be validated and recorded by the GRMU Unit Head; • Feedbacks requiring actions will be discussed to the concerned GRMU Staff and required to submit incident report three (3) days after the initial discussion; • Feedbacks will be relayed to the concerned client; • For inquiries and follow-ups, clients may contact the GRMU Unit through landline 8951-2806 or email at livelihood@dswd.gov.ph |
| How to file a complaint | <ul style="list-style-type: none"> • 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. |
| How complaints are processed | <ul style="list-style-type: none"> • Walk-in Client: Writing formal letter to the client through email or courier service; • 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; • From email, social media, phone calls and sms: Writing formal letter to the client and send through preferred mode of communication/feedback |
| Contact information | <p>DSWD Central Office</p> <ul style="list-style-type: none"> • Twitter - @DSWDserves • Facebook – Department of Social Welfare and Development • Email – inquiry@dswd.gov.ph • Trunkline (Main Office) – (02) 9318101 to 07 • Address – IBP Road, Batasan Complex, Constitution Hills, 1126 Quezon City * website: www.dswd.gov.ph <p>SLP – NPMO</p> <p>Telephone: 895-128-06 931-81-01 Local 332</p> <p>Telefax (02) 951-28-06</p> <p>Email Address: livelihood@dswd.gov.ph</p> <p>Facebook: @sustainablelivelihoodDSWD</p> <p>Twitter: @livelihooddswd #Sulongkabuhayan</p> <p>DSWD Field Office Caraga</p> <ul style="list-style-type: none"> • Facebook – DSWD Caraga • Email – focrg@dswd.gov.ph • Address – R.Palma St. Butuan City, Agusan del Norte * website: www.caraga.dswd.gov.ph <p>SLP-RPMO</p> <ul style="list-style-type: none"> • Telephone: (085) 342-56-19 • Email – livelihoodcrg@dswd.gov.ph • Address – R.Palma St. Butuan City, Agusan del Norte |

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

Frontline Services

2. 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.

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| 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 | | | | |
| Within the Day Transaction | | | | |
| 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 |

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| | 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 purposely to assess the quality | None | 6 minutes | CIS Clerk |
| TOTAL | | | Total: 1 hour & 40 minutes | |

FEEDBACK AND COMPLAINTS MECHANISMS

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|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | International Social Services Office 1 st Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 103 or 241 Telefax: (085) 815-9173 |

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| | E-mail: protective.focrg@dswd.gov.ph ARTA : complaints@arta.gov.ph PCC: 8888 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/ |
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2. Securing Travel Clearance for Minors Traveling Abroad

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

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| Office or Division: | DSWD Caraga XIII (MTA-Protective Services Division) | |
| Classification: | Simple | |
| Type of Transaction: | G2C-Government to Citizen | |
| Who may avail: | Filipino Minors Travelling Abroad | |
| Issuance of Travel Clearance Certificate | | |
| A. For Minors Travelling Alone to a Foreign Country for the First Time | | |
| 1. Duly Accomplished Application Form | Download form at www.caraga.dswd.gov.ph | |
| 2. LSWDO/SWAD Social Worker's Assessment, when necessary | Local Social Welfare and Development Office where minor resides | |
| 3. PSA issued Birth Certificate of the minor | Philippine Statistics Authority (PSA) | |
| 4. Photocopy of PSA issued Marriage Contract of minor's parents/Copy of Court issued Legal Guardianship/ Tallaq or Fasakh Certification from the Shariah Court or any Muslim Brgy. Or Religious leader | Philippine Statistics Authority (PSA); Court who handled the Legal Guardianship petition, Shariah Court or Religious Leader | |
| PSA CENOMAR for illegitimate minors on SECPA; | | |

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

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

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

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

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| 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: Issuance of claim stub schedule of release (Minimum of 1 day processing and maximum of 3 days processing) 4.1b. If Disapproved 4.2 Counseling and Explanation of the reason for disapproval of application 4.3 Notify the nearby DSWD Field Offices 4.3a. If exempted, Prepares the Certificate of Exemption for | | 2 hours 10 minutes 30 minutes 20 minutes | Division Chief Social Worker |

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

FEEDBACK AND COMPLAINTS MECHANISM

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| 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 |

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

3. AUXILIARY SOCIAL SERVICES TO PERSONS WITH DISABILITIES

In support of the RA 7277 or the Magna Carta for Persons with Disabilities, the Department of Social Welfare and Development Office Field Office provides for auxiliary services for the sector. The provision of assistive devices is dedicated for the physical restoration of persons with disabilities to ensure their self and social enhancement. This also aims to promote their capability to attain a more meaningful, productive and satisfying way of life and for persons with disabilities to become self-reliant and contributing members of the society.

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| Office or Division: | Protective Services Division |
| Classification: | Simple/Complex |
| Type of Transaction: | G2C-Government to Citizen |
| Who May Avail: | Persons with Disabilities who are in need of assistive devices |

FOR ASSISTIVE DEVICES

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|-----------------------------------------------------------------------|---------------------------------------------------------------|
| Medical certificate (indicating the specific assistive device needed) | Attending physician (hospital clinic, barangay health worker) |
| Barangay certificate of indigency | Barangay hall |
| Social case study report | Local Government Unit of Medical Social Service |
| 2x2 picture or 1 whole body picture of the beneficiary | Client |
| Request letter | Client |

FOR MEDICAL ASSISTANCE

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|-----------------------------------|---------------------------------------------------------------|
| Medical certificate/abstract | Attending physician (hospital clinic, barangay health worker) |
| Billing statement/prescription | Attending physician (hospital clinic, barangay health worker) |
| One (1) valid ID | Client |
| Barangay certificate of indigency | Barangay |
| Social case study report | Local government unit/medical social service |

FOR EDUCATIONAL ASSISTANCE

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| Certificate of enrollment | | School | | |
| Valid school ID | | Client/school | | |
| Barangay certificate of indigency | | Barangay | | |
| Social case study report | | Local government unit | | |
| FOR BURIAL ASSISTANCE | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Funeral contract | | Funeral service | | |
| Valid identification card | | Client | | |
| Barangay certificate of indigency | | Barangay | | |
| Social case study report | | Local government unit | | |
| FOR LIVELIHOOD ASSISTANCE | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Project proposal | | SLP/PWD Focal person | | |
| Barangay certificate of indigency | | Barangay | | |
| Social case study report | | Local government unit | | |
| Certificate match as poor in (HH) Listahanan | | DSWD Field Office | | |
| Persons with disability ID | | Client/PDAO/LGU | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Persons with disabilities or family member seek assistance | For walk in clients, social worker/PWD focal person to conduct a brief interview and assessment on the needs of the persons with disabilities. General intake sheet is prepared by the social worker/focal person. After interview and assessment, the | None | 5 minutes | FO or SWADT social worker/focal person |

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| | <p>social worker/focal person together with the client, decide the services to be provided.</p> <p>If for AICS (medical, educational, burial assistance), social worker/focal person will endorse client to CIS or SWADT.</p> <p>If for livelihood assistance, social worker/focal person will endorse client to SLP.</p> <p>If for assistive devices, the social worker/focal person provides a list of documentary requirements.</p> | | <p>5 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> | <p>FO or SWADT social worker/focal person</p> <p>FO or SWADT social worker/focal person</p> <p>FO or SWADT social worker/focal person</p> <p>FO or SWADT social worker/focal person</p> |
| 2. Client submits the documentary requirements | <p>Social worker/focal person will screen the documents for authenticity.</p> <p>If incomplete, social worker/focal person</p> | None | 5 minutes | FO or SWADT social worker/focal person |

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| | <p>will explain the need to complete the documents.</p> <p>If complete, social worker/focal person will prepare the Requisition and Issue Slip (RIS)</p> <p>For devices such as wheelchairs, crutches, walker, canes, social worker/focal person will prepare gate pass.</p> <p>For devices such as hearing aid and prosthesis, social worker/focal person to process the disbursement of the assistance to service provider. Social worker/focal person to attach general intake sheet, certificate of eligibility and the documents for approval by the PSU/CBU/CBSS/Division Chief and Budget Officer.</p> | | <p>5 minutes</p> <p>20 minutes</p> <p>20 minutes</p> <p>3-5 working days</p> | |
| 3. Client to claim the assistance | For wheelchairs, crutches, walker and canes, social worker/focal person to release the approved gate pass or RIS. Social | None | 5 minutes | FO or SWADT social worker/focal person |

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| | <p>worker to prepare the distribution sheet to be signed by the receiving person/client.</p> <p>For hearing aid and prosthesis, social worker/focal person to inform service provider upon approval. Client to be provided with claim stub for claim of the device from the service provider.</p> | | | |
| | | | 5-7 working days upon approval. | |

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| Office or Division: | Protective Services Division |
| Classification: | Simple/Complex |
| Type of Transaction: | G2G-Government to Government/NGOs |
| Who May Avail: | Persons with Disabilities who are in need of assistive devices |

FOR GROUP APPLICATION FOR ASSISTIVE DEVICES

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|-----------------------------------------------------------------------|---------------------------------------------------------------|
| Medical certificate (indicating the specific assistive device needed) | Attending physician (hospital clinic, barangay health worker) |
| Barangay certificate of indigency | Barangay hall |
| Social case study report | Local Government Unit of Medical Social Service |
| 2x2 picture or 1 whole body picture of the beneficiary | Client |
| Request letter | Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|------------------------------------------------------------------|---------------------------------------------------------------|-----------------|-----------------|----------------------------------------|
| 1. LGUs/NGOs submit list of persons with disabilities in need of | Social worker/focal person to screen and review the submitted | None | 2 hours | FO or SWADT social worker/focal person |

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| assistive devices together with documentary requirements. | documents for authenticity. | | 5 minutes | FO or SWADT social worker/focal person |
| | If incomplete, social worker/focal person will explain to the referring party the need to complete the documents. | | | |
| | If complete, social worker/focal person will review the documents submitted. | | 5 minutes | FO or SWADT social worker/focal person |
| | After screening, the social worker/focal person will prepare the voucher and ORS for approval. | | | FO or SWADT social worker/focal person |
| | The check is prepared for advise an signature of cashier and Regional Director. | | 20 minutes | |
| | | | 1-2 working days | Cash Unit and ORD |
| 2. Coordination with LGUs/NGOs on the release | Coordination on the release of the assistance to the | None | 10 minutes | FO or SWADT social |

| of the assistance | concerned referring agency or group. | | | worker/focal person |
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| 3. LGU/NGO to receive the assistance | The release of the assistance will be done through check payable to service provider. | None | Depending on the availability of the assistive devices | FO or SWADT social worker/focal person |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 is 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 CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/ |

4. Case Management in Center and Residential Care Facility

Procedures in ensuring that clients receive all the services they need in a timely and appropriate manner towards sustaining, enhancing and restoring client's social functioning

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| Office or Division: | Center Development Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government, G2C – Government to Citizen | | | |
| Who may avail: | Field Offices Center Facilities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Referral Letter | | LGU/ other referring party | | |
| Social Case Study Report | | LGU/ other referring party | | |
| Medical Clearance | | Private/ Government Physician | | |
| Court Order (if any) | | | | |
| Barangay Clearance/ Certificate | | Local Barangay Office | | |
| Other pertinent documents per CRCF manual | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pre-Admission Phase | | | | |
| 1. Client submits for initial interview and assessment | 1.1 Conducts initial interview with the client (either walk-in, outreach, referral from the Local Government Unit (LGU), law enforcement agency, hospital, court, and or other Social Welfare Agencies, individuals and government or private agencies), to determine eligibility to receive services in the CRCF. <i>Remarks: In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer clients in group considering health and safety protocols and use</i> | None | 30 minutes | Social Worker on duty |

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| | <p>of available isolation facility in the RCF.</p> <p>If upon assessment, the client is eligible, the Social Worker accomplish the Intake Sheet, and the client/referring party and the SW signs the informed consent portion for further data gathering activities.</p> <p>If client is not eligible, the Social Worker refers the client to other agency if his/her needs are beyond the service capacity of the CRCF. (Endorsement should be made depending on the Level of Accreditation)</p> | | Within 5 days | |
| 2. Attends pre-admission conference | <p>2.1 Conduct of pre-admission with referring party, client's family and other center staff to discuss the problem of the client in line with his/her admission of the facility</p> <p><i>Remarks: In some cases, like walk-in and emergency, pre-admission conference cannot be done, and therefore admission conference comes immediately once client is assessed to be eligible for services.</i></p> | None | 2 hours | Social Worker, Referring Party, Parents or any available family members, if possible. |
| Admission Phase | | | | |
| 1. Attends admission conference | 1.1 Facilitates conduct of admission conference, Contract Setting with referring party and orientation on the general rules and policies of the facility | None | 1 day | Helping Team/Multidisciplinary Team, Referring Party |

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| | <p>The Social Worker accomplish Admission Slip, and requires referring party's signature.</p> <p>Client/resident of legal age is required to affix his/her signature as an expression of conformity.</p> <p>Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party.</p> <p>Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalahim ng Datos</i>' is also facilitated in compliance to Data Privacy Act of 2012.</p> <p>Orients client/resident about the facility and on the existing house rules and policies of the facility, and introduces his/her to the Helping Team/Multi-disciplinary Team.</p> | | | Social Worker |
| 2. Submits self to inventory of belongings | 2.1 Conducts an inventory of the client's belongings and records it. | None | During the Client's 1 st day in the facility | Houseparent on Duty |
| 3. Accepts set of clothings and other provision. | 3.1 Provides the client with set of clothing, toiletries, footwear, and the like based on standards as per AO 22 s.2005 and on the result of the inventory of the client's belongings. (<i>This is not applicable to non-residential facilities</i>). | None | During the Client's 1 st day in the facility | Houseparent |

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| 4. Submits self for examination | 4.1 Refers or submits client for physical examination and pre-natal check-up in case client is pregnant. | None | During client's first day in the facility | Medical Officer, Nurse |
| | 4.2 Endorses the client to the Houseparent on duty, and brief the latter on the client's disposition as well as the case background to enable the Houseparent to understand the client's behavior and interact with his/her properly. (This is not applicable to non-residential facilities) | None | During client's first day in the facility | Social Worker, Houseparent |

Center-based Intervention Phase

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| 1. Submits for interview | 1.1 Conducts further interview with the client to gather additional relevant information on problem presented as basis for assessment and recommendation. | None | During client's 1 st day in the facility | Social Worker |
| | 1.2 Conducts initial psychological assessment of the client. Psychological assessment will only be administered to children who are 5 years old and above. | None | During 2 nd to 7 th day of client in the facility. | Psychologist, Psychometrician or Outsourced service of a Psychologist should there be no resident Psychologist/ Psychometrician in the CRCFs. |
| | 1.3 Gathers additional information from the client, significant others and the worker's own observation on the client At this stage, the request for Parental/Family Capability Assessment (PCA) is also coordinated by the Social Worker to the concerned LGU. | None | During client's 2 nd to 3 rd week of in the facility | Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker |

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

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| | | | and the assessment of the Social Worker. | |
| | 2.2 Monitors the progress of the client in relation to achievement of goals. The Helping Team/ Multidisciplinary Team conducts regular case conference as part of monitoring the case | None | Monthly | Helping Team/ Multidisciplinary Team |
| | 2.3 Reassesses and modifies the intervention plan per developments/changes along helping process and based on the assessment of other members of the Helping Team/ Multidisciplinary Team. | None | During client's 3 rd month in the facility | Social Worker, Helping Team/ Multidisciplinary Team |
| Evaluation and Termination | | | | |
| | 1. The Social Worker conducts individual or group session with clients/residents and meets with the Helping Team/Multidisciplinary Team to evaluate the progress of the clients/residents in relation to the helping goals set. | None | 3 months prior to discharge | Helping Team/Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available |
| | 2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals, and requests for Parental Capability Assessment Report (PCAR). For CICL cases, the Social Worker informs the court of the achievement of the | None | Upon receipt of P/FCAR submitted by LGU | Social Worker |

| | | | | |
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| | rehabilitation goals of the client/resident. | | | |
| 1. Attends pre-discharge conference | <p>1.1 Conducts pre-discharge conference either through virtual meeting or in person. The result of the pre-discharge conference is confirmed to the receiving LGU/Agency/other facilities with reintegration agreement duly signed by all parties.</p> <p>The Helping Team/Multidisciplinary Team prepares After Care Plan</p> <p>The results of case review and assessment of the Helping Team/Multidisciplinary Team and referring party shall be the basis for the client's transfer to other agency, placement to other form of alternative care or reunification to the family and community. Likewise, the receiving agency is hereby informed of the necessary preparation for the transfer of the client.</p> <p>If the family is assessed to be not yet ready for the reunification, the LGU is requested to provide the necessary intervention.</p> | None | 2 hours | Helping Team/Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others |
| | 1.2 Prepares Termination Report if client is for reintegration, and Transfer Summary if the client is for transfer to other SWA. | None | 5 days | Social Worker |

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| 2. Submit to medical examination | 2.1 The Medical Officer or any available medical personnel in the facility conduct general medical examination to the client. | None | One week prior scheduled discharge | Medical Officer/Nurse or other medical personnel in the facility |
| 3. Attends discharged conference and turnover to the either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care. | 2.2 Facilitates discharge conference for the turn-over of the client either to the LGU, family, SWA, placement to independent living, group home living arrangement, adoption or foster care. | None | 2 hours | Helping Team/ Multidisciplinary Team, Client, Family, concerned SWDAs, LGU |
| | 2.3 The Social Worker administers satisfaction survey to the client to determine satisfaction of the resident on the programs and services of the CRCF. This will also serve as basis to enhance or improved the existing programs and services of the CRCF to its clients/residents. | None | After conduct of Discharge Conference. | Social Worker, Client/ Resident |

Post Center based Intervention Phase

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| | <p>1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and community, likewise the status of implementation of after-care services provided based on the agreed After Care Plan. The submission of Progress Report is also discussed with the LGU during the Discharge Conference.</p> <p>In some facility, the request for LGU to submit aftercare report</p> | None | 3 months to 6 months after discharge | Social Worker, LGU, other Stakeholders, Client, Client's family |
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| | is incorporated in the Final Report submitted to Honorable Courts. | | | |
| | 2. Reviews and evaluates the after-care service report, and check if the agreed after care plan/reintegration agreement is achieved or not. | None | Upon receipt of the report | Social Worker |
| | 3. Follows-up the LGU for the submission of aftercare report. | | Within first three months; Monthly For CICL: Quarterly | Social Worker |
| | 4. After receipt of Progress Report and or detailed information /feedback directly from the client, the Social Worker recommends to the Helping Team/ Multidisciplinary Team the closing of the case or for referral to other agencies for other support services, and thus prepares the Closing Summary Report. | | Upon completion of at least 50% of the After- Care Program Plan | Social Worker |
| TOTAL | | NONE | 6 months for Center Based Phase | |

FEEDBACK AND COMPLAINTS MECHANISMS

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| How to send feedback | Accomplish feedback or complaint form directly to the concerned CRCFs Send a letter to PMB Office or Regional Office. |
| How feedback are processed | Feedbacks are discussed and presented during CRCF staff meeting. Feedbacks will be responded to accordingly. |
| How to file a complaint | Complaints can be filed by writing a letter or sending an email directly to the CRCFs or through the Regional Office and PMB. The details of the complaint should be indicated in the letter specifying the following: name of the person being complained, reported incident, evidence (if any), and name and address of letter sender (if possible). |

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| How complaints are processed | <p>The complaint shall be acted by the Grievance Officer for assessment and evaluation. Validation and investigation may be conducted, and the actions are taken and/or clarification will be provided to the complaint sender</p> <p>If the complaint was received by the Field Office or PMB, the concern shall be forwarded to the said CRCF for validation, clarification, and appropriate action, and shall be requested for the copy of actions taken/clarifications for eventual feedback to the compliant sender</p> |
| Contact information | <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

5. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATIONS (AICS)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.

The provision of counseling, referral for psychological 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. In order to effectively and efficiently respond to existing and emerging crisis situations among vulnerable sectors, a Citizens charter was crafted to provide a comprehensive guide on the provision of the aforementioned assistance.

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| Office or Division: | Crisis Intervention Division |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |

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| Who may avail: | Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| TRANSPORTATION ASSISTANCE | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; and | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.); | From the Police Station |
| 3. Other supporting document/s such as but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena | From hospitals/clinic for medical abstract Court- court order/subpoena Social worker-justification |
| 4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client is presently residing. |
| MEDICAL ASSISTANCE FOR HOSPITAL BILL | |

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| 1. One (1) Any valid identification card of the client/ person to be interviewed; and | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | Attending Physician or from Medical Records of the hospital/clinic. |
| 3. Hospital bill / Statement of Account (outstanding balance) with name and signature | Billing clerk of the hospital |
| 4. Social Case Study Report/ Case Summary | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service |
| 5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client is presently residing. |
| MEDICAL ASSISTANCE FOR MEDICINE/ ASSISTIVE DEVICE | |
| 1. One (1) Any valid identification card: and | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: |

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| | <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | Attending Physician or from Medical Records of the hospital/clinic. |
| 3. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three months. | Attending Physician from a hospital/clinic |
| 4. Social Case Study Report/ Case Summary | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service |
| 5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client is presently residing. |
| MEDICAL ASSISTANCE FOR LABORATORY REQUESTS | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed, and | <p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, |

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| | Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy) | Attending Physician or from Medical Records of the hospital/clinic. |
| 3. Laboratory Requests with name, license number and signature of the Physician | Attending Physician from a hospital/clinic |
| 4. Social Case Study Report/ Case Summary | Licensed social worker from DSWD, Local Social Welfare and Development Office and Medical Social Service |
| 5. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client is presently residing. |
| BURIAL ASSISTANCE FOR FUNERAL BILL | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed; and | <p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |

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| 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy) | City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, |
| 3. Funeral Contract | Authorized staff of the Funeral Parlor/ Memorial Chapel |
| 4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client is presently residing. |
| BURIAL ASSISTANCE FOR TRANSFER OF CADAVER | |
| 1. One (1) Any valid identification card of the client/ person to be interviewed | Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards: <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / certified true copy) | City/Municipal Hall (Civil Registry Office), hospital, Funeral Parlor or Tribal chieftain, |
| 3. Funeral Contract | Authorized staff of the Funeral parlor/ Memorial Chapel |
| 4. Transfer Permit | City/Municipal Hall, hospital, funeral Parlor or Tribal chieftain |
| 5. Barangay Certificate or Residency or Certificate of | From the Barangay where the client is presently residing. |

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| Indigency or Certificate of the client is in need of assistance may be required | |
| EDUCATIONAL ASSISTANCE | |
| 1. One (1) Validated School ID and Valid I.D of the Parent/guardian; and | <p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Enrollment Assessment Form or Certificate of Enrollment or Registration | Registrar, Authorized staff from the school |
| 3. Statement of Account for college students, when available. This may not available to State Universities | Registrar officer, Authorized staff from the school |
| 4. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client ID presently residing |
| FOOD ASSISTANCE FOR INDIVIDUAL AND FAMILIES ENDORSED IN GROUPS | |
| 1. One (1) identification card of the client/person to be interviewed; and | <p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> |

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| | <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| 2. Project proposal and Food distribution List(CRCF client) | Local Government Unit / or Head of the residential care facility |
| 3. Barangay Certificate or Residency or Certificate of Indigency or Certificate of the client is in need of assistance may be required | From the Barangay where the client is presently residing. |
| CASH ASSISTANCE FOR OTHER SUPPORT SERVICES | |
| 1. One (1) identification card of the client/person to be interviewed; | <p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date |
| <p>Depending on the circumstances:</p> <p>a. For Fire Victims: Police Report/ Bureau of Fire Protection Report from the Bureau of Fire</p> <p>b. For Distressed OFs: Passport, Travel Document/s, certification from OWWA or the Barangay</p> | Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies. |

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| <p>c. For Rescued Client: Certification from a social worker or Case manager from rescued clients.</p> <p>d. For victims of Online Sexual Exploitation: Police Blotter and social worker's certification for the victims of online sexual exploitation of children</p> <p>e. For Locally stranded individuals (LSI): LSI without valid IDs, the Medical Certificate or the Travel Authority issued by the Philippine National Police will suffice and be accepted to prove his/her identity.</p> | |
| <p>For all other incidents:</p> <p>Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authorities/regulating agencies, as may be applicable.</p> | <p>From the Barangay where the client is presently residing.</p> |
| PROVISION OF PPE | |
| <p>1. One (1) Any valid Government Issued I.D</p> | <p>Valid ID cards are those that are issued by the government and they usually come with a photo of the bearer or some form of biometric, making them unique and fraud proof. The following are the list of acceptable ID Cards:</p> <ul style="list-style-type: none"> • SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC/Voter's ID or Voter's Certification, PNP, |

| | Senior Citizen, Airman License, Postal ID, ePassport, NBI clearance, and Barangay ID, Philippine National ID or any government issued ID with validity date | | | |
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| 2. RT-PCR* Test Result, if applicable; *Reverse Transcription - Polymerase Chain Reaction | | | | |
| WITHIN THE DAY TRANSACTIONS | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Start • Entrance of the client to the CIU holding area asking for queuing number and Health Declaration form. | 1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients | None | 3 minutes | CIU/CIS Administrative Staff |
| 2. Receipt and Screening of Documents and CrIMS Verification | 2.1 The client and beneficiary's documents and records are checked in order to determine if eligible to receive assistance as per the documentary requirements and the prescribed periods of availing assistance stipulated in the guidelines. • If the documents are complete; the client will be | None None | 5 minutes | CIU/ CIS Social Worker or Administrative Staff |

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| | <p>interviewed and assessed.</p> <ul style="list-style-type: none"> If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents. <p>2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS</p> | <p>None</p> <p>None</p> | <p>5 minutes</p> | |
| 3. Interview and Assessment | <p>3.1 The Social Worker will conduct a thorough interview as the basis for the assessment of the client's current socio-economic situation.</p> <p>The General Intake Sheet shall be accomplished by the Social Worker and shall be concurred by the Client. A Social Case Study Report may be requested to further deepen the assessment and validate the information</p> <p>3.2.a The Social worker or administrative staff will ask the client to</p> | <p>None</p> <p>None</p> | <p>20 minutes</p> | <p>CIU/ CIS Social Worker</p> |

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| | <p>scan the QR code for the CSMSF.</p> <p>3.2.b If the client has no cellular phone, the social worker may provide the CSMSF and instruct the client to fill out the form and once done may drop it to the designated drop box.</p> <p>3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client' socio-economic situation as well as documents presented.</p> <p>3.4The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.</p> <p>3.5 The recommended amount once reviewed with concurrence, will be approved.</p> <p>*If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.</p> | <p>None</p> <p>None</p> | <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> | <p>Social Worker or Administrative Staff</p> |
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| 4. Release of Assistance | 4.1 CIU-Central Office | | | |
| | 4.1.a. Cash out right (Php 10,000 and below) | None | 10 minutes | |
| | <p>a. The CIU Admin Staff will photocopy the documents.</p> <p>b. The CIU Admin Staff will accompany the client to the FMS – Cash Division.</p> | | | <p>CIU Admin Staff</p> <p>FMS Disbursing Officer and Admin Staff</p> |
| | 4.1.b Guarantee Letter addressed to the Service Provider Php 50,000.00 below) | None | 10 minutes | CIU Admin Staff |
| | <p>a. Social Worker will prepare the guarantee letter</p> <p>b. CIU Admin staff will encode the Guarantee Letter to EDTMS</p> <p>c. CID Head will Review and Approve the GL.</p> <p>* If there are revisions or corrections or justification needed, the Social Worker will be instructed to</p> | | | |

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| | reprocess the request of assistance. | | | |
| | 4.1. c If approved, the Administrative Staff will release the Guarantee Letter to the client | | | |
| TOTAL | | | 58 minutes both for cash outright and GL (up to P50,000) | |
| GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS | | | | |
| • Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000 | 4.2.a Reviewed and approved by the Approving Officer. | None | 1-2 working days | Division Chief/Bureau Director |
| • Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000 | 4.3.b Reviewed and approved by the Approving Officer. | None | 3-4 working days | Assistant Secretary for Statutory |
| • Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000 | 4.3.c Reviewed and approved by the Approving Officer. | None | 5-7 working days | Undersecretary for Operations |
| • Guarantee Letter addressed to the Service Provider Php150,000 above | 4.3.d Reviewed and approved by the Approving Officer. | None | Within the set timeline by the Office of the Secretary | Secretary |
| | 4.3.e.1 CIU Admin Staff will | None | | |

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| | text/call the client to claim the approved GL | | 5 minutes | Administrative Staff |
| | 4.3.e.2 Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned | None | | |
| TOTAL | | None | 1 to 7 working days | |

FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send a feedback | The client/referring party may express their feedback through a Client Satisfaction Measurement Survey (CSMS) Form upon entry at the Crisis Intervention Unit (CIU). The CSMS form shall be provided to the client after they were assessed and/or not provided assistance under Assistance to Individual in Crisis Situation (AICS). |
| How feedback is processed | Duly accomplished Satisfaction Survey Form shall be consolidated together with the generated online customer feedback form 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 complaint | The client may submit an appeal for the request or assistance that have been denied or may send a complaint letter to the Crisis Intervention Section of the Protective Services Division DSWD Field Office, R. Palma Street, Barangay Dagohoy, Butuan City |

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| | <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> - a telephone call (085-342-56-19) - Crisis Intervention Hotline number - electronic email (cis.focrg@dswd.gov.ph) - personal appearance (walk-in clients) through Client Satisfaction Measurement Survey Form - letters addressed to the Director III, Ramel F. Jamen through our Chief Protective Services Division, Jessie Catherine B. Aranas Ms. Ana T. Semacio, SWO III, Unit Head of Crisis Intervention Section. - through 8888 Citizen's Complaint Center |
| How complaints are processed | <p>Upon receipt of complaint for the concerned Division or Unit 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 at email: cis.focrg@dswd.gov.ph; Tel No. 085-342-56-19 local 103</p> |
| Contact Information of ARTA, PCC and CCB | <p>Anti-Red Tape Authority (ARTA)</p> <p>complaints@arta.gov.ph</p> <p>8-478-5093</p> <p>Presidential Complaint Center (PCC)</p> <p>pcc@malacanang.gov.ph</p> <p>8888</p> <p>Contact Center ng Bayan (CCB)</p> <p>email@contactcenterngbayan.gov.ph</p> <p>0908-881-6565</p> |

6. 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

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| Office or Division: | Protective Services Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government Employee Government to Business Entities | | | |
| Who may avail: | Local Government Unit Staff/Focal Persons, Child Development Workers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly signed Memorandum of Agreement | | Local Government Unit (Office of the Mayor/ C/MSWDO) | | |
| 2. 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 Chid Development Centers (Form 2.B) | | Local Government Unit (C/MSWDO) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 | Supplementary Feeding Program Administrative Assistant II Supplementary Feeding Program |

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| 2. Processing of Application/ Availment of the Supplementary feeding Program | 2. Receive the required documents 2.1 Counter sign and endorse reviewed documents to Protective Services Division Chief | None | 15 minutes | <i>Supplementary Feeding Program Focal Person Supplementary Feeding Program</i> |
| | 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 Protective Services Division</i> |
| | 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 | None | 15 mins | <i>Supplementary Feeding Program Administrative Assistant II Supplementary Feeding Program</i> |

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| | (Approved 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</i> <i>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,</i> <i>Technical Working Group (Program Focal) & 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 report | None | 1 day | <i>SFP Inspector/ LGU inspector</i> <i>LGU SFP Focal Person</i> |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 | ANTI-RED TAPE AUTHORITY Email: info@arta.gov.ph Website: www.arta.gov.ph Facebook: Anti-Red Tape Authority Twitter: @ARTAgovph Instagram: @ARTAgovph Civil Service Commission Telephone: 931-7935/ 931-7939/ 931-8092 Email: cscphil@csc.gov.ph Website: www.csc.gov.ph |

| 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 |

7. For Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA)

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

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

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| 8. Birth /Foundling Certificate certified true copy from LCR or SECPA (if the document is available) Child's Profile | Philippine Statistics Authority (PSA) Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office |
| 9. Recent photograph | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office |
| 10. Photograph of the child upon admission/abandonment | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or Municipal Social Welfare Office |
| 11. Notice of Petition | DSWD-Regional Director where the Petition was filed |
| 12. Certificate of Posting | Local Social Welfare Office or Barangay, Health Center, etc. who caused the posting ordered by the DSWD-Director |
| For surrendered Cases: | |
| 1. Letter of recommendation addressed to DSWD Regional Director | Head of Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities |
| 2. Social Case Study Report | Licensed Social Worker from Provincial/City or Municipal Social Welfare and Development Office or Child Caring/Placing Agency; and DSWD Residential Care Facilities |
| 3. Notarized Deed of Voluntary Commitment | To be executed by the child's birthparent/s; or in the absence of the birthparent/s per Article 216 of the Family Code the succession will apply as to who will exercise substitute parental authority in signing the DVC |
| 4. Birth Certificate (Certified True Copy from LCR or SECPA, whichever is available) | Philippine Statistics Authority (PSA) |
| 5. Recent whole body photograph | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office |
| 6. Photograph of the child upon relinquishment/admission to agency | Licensed Social Worker handling the case in the DSWD-Residential Care Facilities, Child Caring/Placing Agencies or City/Municipal Social Welfare Office |
| For Neglected/Abuse Children | |

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| 1. Letter of Recommendation to the Secretary | DSWD-Regional Director |
| 2. All original copy of the court order re: Termination of Parental Rights and certified true copy of the other supporting documents presented in court | Family court where the case was filed |

Per Administrative Order No. 12, Series of 2011 or the Guidelines for the issuance of the DSWD Certification, the following additional documents may be required to support the report/case of the child if it is for the best interest of the child to be issued with CDCLAA.

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

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

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

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| Field Office | | | | |
| 1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting documents to Field Office | For Abandoned /Dependent/ Foundling Children | | | |
| | 1. The Adoption Resource and Referral Unit (ARRU shall review and examines the petition if sufficient in form and substance | None | 3 working days | FO-ARRU social worker |
| | 2. Posting of notice of petition & picture in conspicuous places in the locality where the child was found. The Local Social Welfare Office or other offices/ person/s who facilitated the actual posting shall issue a Certificate of Posting. | None | 5 days posting | Local Social Welfare Office and/or other offices such as Post Office, Bgy. Hall, Police Station, Health Center, etc |
| | 3. From completion of Posting, upon finding merit in the Petition, the Regional Director renders recommendation | None | 5 working days | Regional Director |
| | 4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the | None | 2 working days | Field Office – Records Section |

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| | original supporting documents to the DSWD-Central Office. | | | |
| | For Surrendered Children | | | |
| | 1. The ARRU shall review the Application together with the supporting documents | None | 3 working days | FO-ARRU social worker |
| | 2. The Regional Director shall render recommendation on the Application | None | 2 working days | Regional Director |
| | 3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional Director signs the recommendation | None | 2 working days | Field Office – Records Section |
| | For Neglected/Abuse Cases | | | Note: The number of signatories in the documents shall be limited to only 3 signatories |
| | 1. The ARRU shall review the Petition together with the supporting documents | None | 3 working days | FO-ARRU social worker |
| | 2. The Regional Director shall render recommendation on the Petition | None | 2 working days | Regional Director |
| | 3. The Regional Office shall transmit the same to Central Office-PMB from the time the Regional | None | 2 working days | Field Office – Records Section |

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| | <p>OIC Division Chief of Adoption Resource and Referral (ARRD) Division of PMB for review copy furnished PMB-ARRD Admin staff for tracking in the DTMS.</p> | None | | ARRD Admin. Staff |
| | <p>4. OIC Division Chief reviews the documents and if found to be compliant, will forward to Bureau Director (BD) for approval/ Disapproval.</p> | | | <p>OIC-Division Chief</p> <p>ARRD Admin staff</p> |
| | <p>5. Prints and tracks the Executive Summary ,draft e-copy of CDCLAA, endorsement letter to the Secretary and endorse to the Bureau Director</p> | None | | ARRD Admin Staff |
| | <p>6. Bureau Director (BD) Admin staff receives, track and endorse the documents to the BD for review.</p> | None | | ARRD Admin staff |
| | <p>7. PMB Director renders</p> | None | | |

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| | decision and recommendation. | | | BD |
| | 8. Admin. Staff tracks and endorse the documents to the Office of Undersecretary. | None | 1 working day | BD Admin staff |
| | B. Undersecretary level | | | |
| | 9. Reviews, approve and endorsement of the petition/application and by the Undersecretary for Operations Group to the Secretary. | None | | PMB Admin. Staff |
| | 10. If with comment, returns to PMB with comments/ note | | | |
| | 11. PMB TS responds to comments/ notes and return to the Undersecretary | None | 2 working days | DSWD-Undersecretary |
| | C. Secretary level | | | |
| | | | | PMB ARRD-TS Staff |

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| | <p>12. Office of the Secretary (OSEC) Technical staff review the dossier before the endorsement to the Head of Executive Assistant (HEA)</p> <p>13. Secretary signs the Certificate Declaring the Child Legally Available for Adoption, if application is meritorious.</p> | | | <p>OSEC – Technical staff</p> <p>DSWD-Secretary</p> |
| TOTAL | | NON E | 7 working days | |
| PMB transmits the endorsement and signed CDCLAA to Field Office | <p>D. PROGRAM MANAGEMENT BUREAU</p> <p>14. Receives the signed CDCLAA from OSEC and tracks to DTMS.</p> <p>15. Send thru email an advance copy of the signed CDCLAA to the FO</p> <p>16. Drafts memo to the FO endorsing the signed CDCLAA</p> <p>17. Approves by the Bureau Director the memo to the FO.</p> | NON E | <p>5 minutes</p> <p>5 minutes</p> <p>15 minutes</p> <p>15 minutes</p> | <p>ARRD Admin staff</p> <p>ARRD Admin staff</p> <p>ARRD Social Worker</p> <p>Bureau Director</p> |

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| | 18. Endorse to the Records Unit/Section approved memo of endorsement of signed original and/ or Certified True Copy of CDCLAA | | 15 minutes | PMB Admin Staff |
| | 19. Transmit the signed original CDCLAA to the FO | | 3-5 working days | DSWD CO Records Officer |
| TOTAL | | NON E | 5 days and 55 minutes | |

8. Licensing of Foster Parents

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

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| Office/Division/Unit/Section | DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Section (ARRS) |
| Classification | Highly Technical |
| Type of Transaction | Government to Citizens |
| Who May Avail | All |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1 Copy of Original Duly Accomplished Application Form | Adoption Resource and Referral Section (ARRS) or DSWD Website https://adoption.dswd.gov.ph |
| 1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at | Philippine Statistics Authority (PSA) |

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| least Certified True Copy from the original | |
| 1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage, Legal Separation Documents or at least Certified True Copy from the original | Philippine Statistics Authority (PSA) |
| 1 Copy of Original Medical Certificate issued at least 6 months | Public or Private Clinics/Hospitals |
| 1 Photocopy of Income Tax Return (ITR) or Certificate of Employment (CoE) | Bureau of Internal Revenue (BIR)/ Applicant's Company/Employer |
| 1 Copy of Original National Bureau of Investigation (NBI) Clearance or Police Clearance | National Bureau of Investigation (NBI) / Philippine National Police (PNP) |
| 1 Copy of Original Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character | Barangay where the applicant/s reside |
| 3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family taken at least 6 months | Applicant |
| 1 Photocopy of Certificate of Attendance at Foster Care Forum | Adoption Resource and Referral Section (ARRS) |
| Other Requirements based on Social Worker's Assessment, as applicable. 1 certified true copy of Marriage Contract (if married), among others Note: Other document/s may be required is/are necessary on the case management of intensive cases | Philippine Statistics Authority Applicant |
| Additional Requirements for Alien Applicants: | |
| 1 Photocopy of Certificate of Residence in the Philippines | Bureau of Immigration (BI) or Department of Foreign Affairs (DFA) |

| 1 Original Copy of Letter of two (2) Character References from non-relatives who know the applicants in the country of which he or she is a citizen or was a resident prior to residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years | | Applicants *Bureau of Immigration/Department of Foreign Affairs | | |
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| At least 1 Certified True Copy of Documents such as but not limited to Passport , among others showing citizenship | | Applicant | | |
| 1 Original Copy of Certificate of Travel Records Note: An Alien must resided in the Philippines for at least 12 continuous months at the time of the application | | Bureau of Immigration (BI) | | |
| 1 Original Copy of the Affidavit of Undertaking to maintain residence until termination of placement of the Foster Child/ren by the DSWD or expiration of Foster Care License | | Applicant | | |
| Such other documents that the Department/Agency/Local Government Units may require Note: Other document/s may be required is/are necessary on the case management of intensive cases | | Applicant | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Attendance to Foster Care Forum | 1.1. Conduct of orientation on R.A. No. 10165 or Foster Care Act of 2012 | None | 4 hours | ARRU Social Worker |

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| | 1.2. Issuance of Certificate of Attendance to Foster Care Forum | None | 30 minutes | Administrative Aide IV |
| 2. Filling-up of Application Form and Submission of Documents | 2.1. Receipt of the duly accomplished application form and documentary requirements from the client | None | 10 minutes | Administrative Aide IV |
| | 2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the Unit Head | None | 15 minutes | Administrative Aide IV |
| | 2.3. Review of application and delegation of case to the ARRU Social Worker | | | |
| | 2.4. Review of the application and submitted documentary requirements and preparation of letter acknowledging the receipt thereof and informing the applicant on a | None | 1 hour, 30 minutes | ARRU Social Worker |

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

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| | 2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director | None | 2 hours | Regional Director |
| | 2.12. Approval of the Regional Director | None | 20 minutes | Administrative Aide IV |
| | 2.13. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to the ARRU Social Worker | | | |
| 3. Participation of the applicant in the interview on the assessment and preparation of comprehensive Home Study Report | 3.1. Conduct of scheduled visit to the applicant's abode for home study and pre-signing of FFCL, and to the applicant's community for collateral interviews and coordination with barangay. | None | 8 hours | ARRU Social Worker |
| | 3.2. Preparation of the Home Study Report (HSR) | None | Within 20 days | ARRU Social Worker |
| | 3.3. Submission of HSR, pre- | None | 8 hours | ARRU Social Worker |

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| | signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID | | | |
| | 3.4. Database logging of the draft HSR, pre-signed, and draft letter for onward endorsement to the Unit Head | None | 10 minutes | Administrative Aide IV |
| | 3.5 Review and recommending for approval of the Unit Head | None | 4 hours | Unit Head |
| | 3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief | None | 10 minutes | Administrative Aide IV |
| | 3.7. Review and recommending approval of the Division Chief | None | 4 hours | PSD Chief |
| | 3.8. Database logging of draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Assistant Regional | None | 10 minutes | Administrative Aide IV |

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| | Director for Operations | | | |
| | 3.9. Review and recommending approval of the Assistant Regional Director for Operations | None | 4 hours | Assistant Regional Director for Operations |
| | 3.10. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Regional Director | None | 10 minutes | Administrative Aide IV |
| | 3.11. Approval of the Regional Director | None | 4 hours | Regional Director |
| | 3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information | None | 10 minutes | Administrative Aide IV |
| | 3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to | None | 20 minutes | Administrative Aide IV |

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| | the Records Section | | | |
| | TOTAL | None | 21 days, 21 hours, and 35 minutes | |

9. Placement of Children to Foster Parents

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

| Office or Division | ARRU-Foster Care Section (FCS) | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Classification | Highly Technical | | | | |
| Type of Transaction | Government to Government Government to Business Entity | | | | |
| Who May Avail | Children eligible for Foster Care from the DSWD Residential Care Facilities (RCFs), Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), and Local Government Units (LGUs) and matched to licensed Foster Families | | | | |
| <table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1 Original Copy of Child Case Study Report</td><td>Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated</td></tr> </tbody> </table> | | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | 1 Original Copy of Child Case Study Report | Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | | |
| 1 Original Copy of Child Case Study Report | Residential Care Facility, Child Caring/Placing Agencies, and Local Government Units where the child is admitted/originated | | | | |

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| 1 Original Copy of Health and Medical Profile with Immunization Records issued within 6 months | Public or Private Clinics/Hospitals |
| 1 Original SECPA copy of Birth Certificate/Foundling Certificate | Philippine Statistics Authority (PSA) |
| Child's Profile | Case Manager from the Residential Care Facility, Child Caring Agency, Local Government Units where the child is admitted/originated |
| Recent Photograph | Residential Care Facility, Child Caring Agencies, Child Placing Agencies, and Local Government Units where the child is admitted/originated |
| 1 Original Copy of Psychological Evaluation for children five (5) years old and above | Child Psychologist |
| 1 Photocopy of School Records for Children in School Age | School where the child is enrolled |

| CLIENT'S STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-----------------|-------------------------------------------------------------------------------------------------------------|-----------------|-----------------|------------------------|
| 1. Pre-Matching | 1.1. Receipt of the dossier of the child from the concerned Agency | None | 15 minutes | Administrative Aide IV |
| | 1.2 Encoding of the application in the database then forward it to the concerned technical staff for review | | | |
| | 1.3. Review and endorsement of the dossier of Child/ren to | None | 2 days | ARRU Social Worker |

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| | the Matching Secretariat | | | |
| | 1.4. Review and assessment of the substance of the Child Study Report and completeness of documentary requirements to determine inclusion in the roster of cases for the Foster Care Matching Conference | None | 30 minutes | ARRU Social Worker |
| | 1.5. Preparation of the Acknowledgement Letter notifying the concerned Agency on the schedule of the Matching Conference or on the comments, if necessary | None | 10 minutes | Administrative Aide IV |
| | 1.6. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head | | | |
| | 1.7. Review and affixing of initials by the Unit Head | None | 1 hour | ARRU Head |
| | 1.8. Database logging of the Acknowledgment Letter for onward | None | 10 minutes | Administrative Aide IV |

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| | endorsement to the Division Chief | | | |
| | 1.9. Review and affixing of initials by the Division Chief | None | 1 hour | PSD Chief |
| | 1.10. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations | None | 10 minutes | Administrative Aide IV |
| | 1.11. Review and affixing of initials by the Assistant Regional Director for Operations | None | 1 hour | Assistant Regional Director for Operations |
| | 1.12. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director | None | 10 minutes | Administrative Aide IV |
| | 1.13. Approval of the Regional Director | None | 1 hour | Regional Director |
| | 1.14. Endorsement of the approved Acknowledgment Letter to the Records Section and furnishing of a copy of the same document to Foster Care Matching Secretariat | None | 20 minutes | Administrative Aide IV |

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| | 1.15. Invitation to the Foster Care Matching Committee | None | 1 day | Matching Secretariat |
| | 1.16 Preparation of the roster of available children/foster parents for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference | None | 1 day | Matching Secretariat |
| | 1.17. Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members | None | 1 day | Matching Secretariat |
| 2. Matching Phase | 2.1. Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference | ₱7,000.00 honorarium for each member who is not an employee of the DSWD | 10 minutes | Matching Secretariat, Regional Child Welfare Specialist Group (RCWSG) |
| | 2.2. Brief visual presentation of each case of foster parents and children | None | 4 hours | Case Managers from ARRU, RCFs, CPAs, CCAs, and LGUs |

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| | 2.3. Discussion/ provision of comments, observations, and inputs on the case presented | None | 2 hours | Matching Secretariat, RCWSG, Case Managers from ARRu, RCFs, CPAs, CCAs, and LGUs |
| | 2.4. Deliberation of the matching of children and foster parents (for regular foster care cases) and/or placement of children to foster parents (for direct entrustment and kinship care cases) based on the needs of the child/ren and the capacity/resources of the foster parents | None | 1 hour | Matching Secretariat, RCWSG |
| | 2.5. Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched | None | 30 minutes | Matching Secretariat, RCWSG |
| 3. Post-Matching | 3.1. Database logging of the Resolution, Certificate of Matching, | None | 10 minutes | Administrative Aide IV |

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| | and Transmittal Memo to concerned agency for onward endorsement to the Unit Head | | | |
| | 3.2. Review and affixing of initials by the Unit Head | None | 2 hours | ARRU Head |
| | 3.3. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Division Chief | None | 10 minutes | Administrative Aide IV |
| | 3.4. Review and affixing of initials of the Division Chief | | | |
| | 3.5. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Assistant Regional Director for Operations | None | 2 hours | Division Chief PSD |
| | 3.6. Review and affixing of initials of the Assistant Regional Director | None | 5 minutes | Administrative Aide IV |
| | 3.7. Approval of the Transmittal letter, Resolution, and Matching Certificate of Regional Director | | | |

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| Upon Receipt of Acceptance Letter from FPs | 3.8. Endorsement of the approved Acknowledgment/Transmittal Letter to the Records Section and furnishing of a copy of the same document to Foster Care Matching Secretariat | None | 4 hours | Assistant Regional Director for Operations |
| | | None | 4 hours | Regional Director |
| | 3.9. Receipt of the Acceptance Letter from Foster Parents as the basis for the issuance of Foster Placement Authority | None | 20 minutes | Administrative Aide IV |
| | 3.10. Receipt of the pre-signed FPA from the Foster Parents and preparation of transmittal letter | | | |
| | 3.11 Preparation of draft transmittal letter of signed FPA | None | 5 minutes | Administrative Aide IV |
| | 3.12. Database logging of the pre-signed FPA and the transmittal letter for onward endorsement to the Unit Head | None | 5 minutes | Administrative Aide IV |

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| | 3.15. Review and recommending approval of the Unit Head | | | ARRU Social Worker |
| | 3.16. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Division Chief | None | 30 minutes | Administrative Aide IV |
| | 3.17. Recommending Approval of the Division Chief | None | 5 minutes | |
| | 3.18. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Assistant Regional Director for Operations | | | ARRU Head |
| | 3.19. Review and recommending Approval of the Assistant Regional Director for Operations | | | Administrative Aide IV |
| | 3.20. Database logging of the pre-signed FPA for onward endorsement to the Regional Director | None | 1 hour | |
| | 3.21. Approval of the Regional Director | None | 5 minutes | Division Chief PSD |

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| | 3.22. Sending of the signed FPA and transmittal letter to the foster parent (either face to face, email, or mail through the Records Section | None | 2 hours | Administrative Aide IV |
| | | None | 5 minutes | |
| | | | | Assistant Regional Director for Operations |
| | | None | 1 hour | |
| | | | | Administrative Aide IV |
| | | None | 5 minutes | Regional Director |
| | | None | 2 hours | Administrative Aide IV /Records Officer |
| | | None | | |

| | | | 1 hour (for face to face or email) | |
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| 4. Placement and supervision of the foster child with the foster parent | 4.1. Conduct a discharge conference to brief the foster parent/s on the background of the case or needs of the foster child/ren, and turn over custody of the child to the foster parent | None | 1 day | Social Worker of the Child and Foster Parents; Foster Parent; Child |
| | 4.2. Provision of monthly foster care subsidy for foster parent/s based on the approved parameters, as recommended. | 8,000/ child per month if without special needs; 10,000/child per month if with special needs | 1 day | ARRU Social Worker |
| | 4.3 Conduct home visits to monitor the foster child's adjustment in the foster home until foster placement is terminated | Travel expense (depending on the location of the foster parents' house) | Frequent for the first three months; Bi-monthly for the succeeding months | ARRU Social Worker |

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| | | | Short term - less than 6 months | |
| | | | Long-term - 6 months or more | |
| | TOTAL (EXCLUDING THE SUPERVISORY PERIOD) | | 8 days, 10 hours, and 10 minutes | |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback | <ul style="list-style-type: none"> Walk-in clients are provided with Client Satisfaction Measurement Form (CSMF – Paper and pencil method) where they could answer after the provision of service/technical assistance. Answered Client Satisfaction Measurement Form is collected by assigned ARRS staff and dropped in the drop box. The answered CSMF in the drop box are being collected by the Statistician every 15 days for consolidation report. During Online Adoption/Foster Care Forum which is conducted twice a month the participants are requested to fill up Client Satisfaction Measurement Form (CSMF – Google Form) for them to rate and provide feedback on the services/technical assistance provided. After the forum the answers CSMF are collected by the Statistician. |
| How feedbacks are processed | <ul style="list-style-type: none"> Feedbacks were consolidated and recorded. Consolidated information is |

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| | submitted to the Supervisor for her reference and immediate action. |
| How to file a complaint | <ul style="list-style-type: none"> In the Client Satisfaction Measurement Form there is a portion where clients could write their complaints or suggestions in the provided service/technical assistance. |
| How complaints are processed | <ul style="list-style-type: none"> The Supervisor immediately provides feedback to ARRS Staff on the raised complaints through a meeting. The ARRS staff will come up with an agreed decision on improving the services. The agreed action plan is indicated in the CSMF Monthly report every 1st day of the succeeding month. Clients with complaints will be sent with a formal letter about the raised issues and concerns and the action taken. Complaints received from PCC are immediately provided with response thru formal letter sent within 48 hours. |
| Contact Information: Anti-red Tape Authority (ARTA) Contact Center ng Bayan (CCB) Presidential Complaints Center (PCC) | ARTA: complaints@arta.gov.ph Tel No; 8478-5093 CCB: 0908-881-6565 (SMS) CIS Tel No; 8735-5413/ 3493-7907 8888 |

Psychosocial Support Interventions for Persons Living with HIV (PLHIV), their Affected Families, and Persons at-High Risk of HIV Infection

(In Accordance with the DSWD Administrative Order 004 series of 2013)

The Psychosocial Support Interventions for Persons Living with HIV (PLHIV), their Affected Families, and Persons at-High Risk of HIV Infection is a community-based program of the DSWD that provides under this sectoral category a menu of psychosocial services to clients for critical emergency services to address the special needs of PLHIV, their families, and those at risk of HIV infection. Beneficiaries may seek assistance directly from the DSWD Field Office VI's sectoral program under the Community Based Section, Crisis Intervention Section (CIS), Social Welfare and Development (SWAD) Provincial Satellite Offices, and Malasakit Centers., and through referrals from NGOs.

The provision of psychosocial support interventions for beneficiaries under AO 004 series of 2013 that seeks services under the Aide to Individuals in Crisis Situation (AICS) under the Crises Intervention Section (Section), shall follow the policy guidelines provided by the MC 11 Series of 2019

A. For Provision of Aide to Individuals in Crisis Situation-AICS (Medical Assistance, Burial Assistance, Transfer of Cadaver, Educational Assistance, Other Circumstances Needing Financial Support)

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| Office or Division: | Community-based Program Protective Services Division | |
| Classification: | Complex | |
| Type of Transaction: | G2C – Government to Citizens | |
| Who may avail: | 1. Persons Living with HIV and AIDS 2. Families of Persons Living with HIV and AIDS (and those who died of AIDS) 3. Persons at High Risk of HIV Infection 4. Families of Persons at High Risk of HIV Infection Indigent, vulnerable, and disadvantaged or are otherwise in crisis-situation based on the assessment of the Social Worker | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Medical Assistance | | |
| 1.) Any Valid Identification card issued by the government of the client person to be interviewed (2 photocopies) | Post Office/ DFA/SSS/UMID/ GSIS/Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI | |
| 2.) Barangay Certificate of Indigency or Barangay Certification Declaring Client is in Crises Situation (1 original, 1 photocopy) | Barangay Hall – Front Desk Secretary Attending Physician with License no. | |
| 3.) Social Case Study Report signed by a licensed social worker and approved by head of agency (1 original) | Licensed Social Worker from: (1) City /Municipal / Provincial Social Welfare and Development Office or (2) Non-government social welfare and development agencies. | |
| 4.) Physician’s Certification declaring client’s medical condition requiring medical treatment and/or diagnostic procedures or Medical Abstract with date of issuance, complete name, signature and license number of the | Hospital – Medical Records Section Clinic – Attending Physician | |

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| attending physician issued w/in 3 mos (1 original, 1 photocopy) | |
| 5.) Billing Statements | |
| a.) For payment of Hospital Bill - Hospital Bill/ Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk issued w/in 3 mos (1 original, 1 photocopy) | Hospital – Billing Section |
| b.) For Medicines - Prescription with date of issuance, complete name, signature and licensure number of the attending physician issued w/in 3 mos (1 original, 1 photocopy) | Hospital – Attending Physician HIV and AIDS Core Team (HACT) Clinic – Attending Physician |
| c.) For Medical Procedures - Laboratory requests with date of issuance, complete name, signature and license number of the attending physician issued w/in 3 mos (1 original, 1 photocopy) | Hospital – OPD Section HIV and AIDS Core Team (HACT) Clinic – Attending Physician |
| Burial Assistance | |
| 1.) Any Valid Identification card issued by the government of the client person to be interviewed (2 photocopy) | Post Office/DFA/SSS/UMID/ GSIS/Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI |
| 2.) Barangay Certificate of Indigency (1 original, 1 photocopy) | Barangay Hall – Front Desk Secretary |
| 3.) Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner in the absence of a death certificate (1 original, 1 photocopy) | PSA / Local Civil Registrar |
| 4.) Funeral Contract with Outstanding Balance (except for Muslim and Indigenous People performing customary practices) (1 original, 1 photocopy) | Funeral Homes – Front Desk Secretary |
| For Transfer of Cadaver | |
| 1.) Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or Doctor or authorized medical practitioner in the absence of a death certificate (1 original, 1 photocopy) | PSA/ Local Civil Registrar |
| 2.) Transfer Permit (except for Moro and Indigenous Peoples performing customary practices), if applicable (1 original, 1 photocopy) | City / Municipality Health Office |
| Educational Assistance | |
| 1.) Any Valid Identification card issued by the government of the client person to be interviewed (2 photocopies) | Post Office/DFA/SSS/UMID/GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI |
| 2.) Validated School I.D of the student | School Admin Office – Registrar Section |

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| (2 photocopies) | |
| 3.) Enrollment Assessment Form or Certificate of Enrollment or Registration (1 original, 1 photocopy) | School Admin Office – Registrar Section |
| 4.) Statement of Account for College Student (1 original, 1 photocopy) | School Admin Office – Accounting Section |
| 5.) Barangay Certificate of Indigency or Barangay Certification Declaring Client is in Crises Situation (1 original, 1 photocopy) | Barangay Hall – Front Desk Secretary |
| Food Assistance | |
| 1.) Any Valid Identification card of the client person to be interviewed (2 photocopies) | Post Office/DFA/SSS/UMID/ GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI |
| 2.) Barangay Certificate of Indigency or Barangay Certification Declaring Client is in Crises Situation (1 original, 1 photocopy) | Barangay Hall – Front Desk Secretary |
| Cash Assistance for other support services | |
| 1.) Any Valid Identification card of the client person to be interviewed (2 photocopies) | Post Office/DFA/SSS/UMID/ GSIS/ Barangay Hall/ Local Police Station/ Municipality/ LTO/ COMELEC/NBI |
| Depending on the circumstance of the client: | |
| 1.) Police Report or Bureau of Fire Protection (BFP) Report/Certification for fire victims (1 original, 1 photocopy) | Police Station – Front Desk Officer Municipality - Bureau of Fire Protection Unit Barangay Hall |
| 2.) Passport, Travel Document(s), Certification from OWWA or the Barangay or any proof of repatriation by the Overseas Filipino (OF) (1 original, 1 photocopy) | DFA/OWWA/Philippine Embassy/Consulate |
| 3.) A certification from the Social Worker or Case Manager for rescued clients (1 original, 1 photocopy) | Municipality / City Provincial Social Welfare and Development Office |
| 4.) Police Blotter Report (for victims of pick pocket, illegal recruitment, sexual exploitation, etc.) <u>and</u> Licensed Social Worker Certification for Victims of Child Sexual Exploitation, Child Sexual Abuse, other forms of sexual violence against children, youth, vulnerable and at-risk adults (1 original, 1 photocopy) | Police Station – Front Desk Officer CSWD/MSWD – Women and Children Protection Unit |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------------------|-------------------------------------------------------------------------------------------------|
| Step 1: Receive queueing number | Issuance of queue number | None | 5 minutes | CIS Administrative Staff |
| Step 2: Provide queueing number to receiving CIS personnel and submit self for initial interview and present documents | <p>Encoding of the client's information in online Data Tracking System</p> <p>a.) If asking for informational service, provide information and checklist of requirements</p> <p>b.) If submission of requirements to avail service, receive and conduct initial review of document requirements as to completeness and compliance</p> <p>If supporting documents are incomplete and non-compliant, provide checklist. Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required</p> | None | 10 minutes | CIS Administrative Staff |
| Step 3: Submit Documents for Social Worker's Preliminary Assessment and Intake Interview | <p>CIS Social Worker:</p> <p>a.) Verify presented requirements for veracity and authenticity</p> <p>If one or more documents are found to be inauthentic or contains inadequate required details, provide information to client about the issue for correction and return all documents to client. Provide checklist and identify which document is inauthentic and/or with inadequate required details for resubmission of authentic / adequate ones and ask client to return for compliance.</p> <p>If documents are authentic and with complete required details:</p> <p>b.) proceed preliminary assessment and conduct intake interview:</p> | None | <p>5 minutes</p> <p>30 minutes</p> | <ul style="list-style-type: none"> CIS Social Worker SWAD Social Worker |

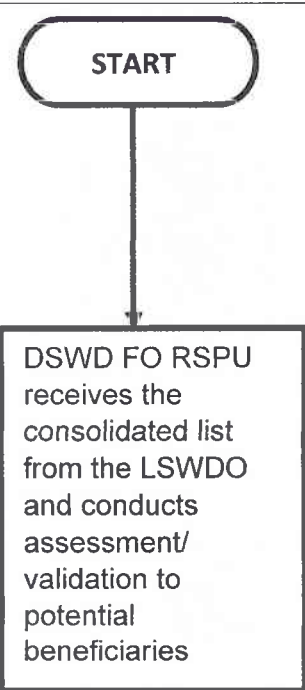
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| | <ul style="list-style-type: none"> • fill-up required fields of the intake interview form • prepare certificate of eligibility • indicate the recommended amount to be provided commensurate to the social worker's assessment • attach all documents to the intake form and certificate of eligibility • request client to affix his / her signature in required fields • process all required signatory of authorized personnel. <p>c.) Ask client with contact number once assistance is available for release. Provide client with schedule of expected date of release.</p> | | | |
| | <p>CIS Head / Division Chief / ARDO / Regional Director</p> <p>d.) Designated approving officer/s to conduct final review presented requirements and supporting documents and initiate approval of recommendation of the worker</p> <p>NOTES: Guarantee letter signatories for threshold amount:</p> <ul style="list-style-type: none"> • ₱10,000 – CIS Head • ₱10,001 to ₱50,000 – DC • ₱50,001 to ₱75,000 – ARDO • ₱75,001 to ₱150,000 – Regional Director <p>e.) Once approved with complete signatories of approving authorities, endorse documents to PLHIV Focal Person for preparation of vouchers</p> <p>f.) Designated PLHIV focal person to process preparation of vouchers:</p> <ul style="list-style-type: none"> • Review documents • Detach social case study that contains confidential information and stamp Certificate of Eligibility specifying that Social Case Study Report is filed in confidential filing system of Com-based Social Worker. • Prepare Non-Disclosure Agreement and attached to OR-DV to be signed by receiving offices • Forward OR-DV to Accounting Section for | <p>None</p> | <p>10 minutes</p> <p>Within the 4 working days (Depending on the availability of the bonded officers)</p> <p>5 minutes</p> <p>10 minutes</p> | <ul style="list-style-type: none"> • CIU Head • Division Chief • ARDO • Regional Director <ul style="list-style-type: none"> • CIS Social Worker • SWAD Social Worker <p>PLHIV Focal Person</p> <p>Com-based Social Worker (Filing of confidential documents)</p> |


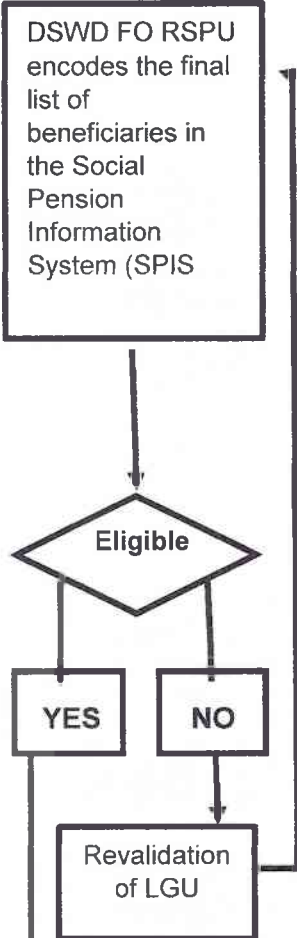
| | preparation of Cheque | | | |
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| Step 4: Receive the psychosocial support intervention | <p>Release of Assistance:</p> <p>A. For Cash Outright</p> <ul style="list-style-type: none"> • ₱10,000.00 and below The entitled client shall claim assistance from the designated disbursing officer within the day or depending on the availability of funds. <p>B. For Cheque Payable to Client</p> <ul style="list-style-type: none"> • ₱10,000.00 and below The entitled client shall claim assistance from the designated disbursing officer within 7-15 days or depending on the availability of funds. <p>C. For Guarantee Letter addressed to the service provider</p> <ul style="list-style-type: none"> • ₱10,000.00 to ₱50,000.00 The Social Worker shall issue a Guarantee Letter addressed to the service providers. • ₱50,001.00 to ₱75,000.00 The Social Worker will have issued a Guarantee Letter shall be addressed to the service provider's maximum for (3) three days or depending on the availability of funds. • ₱75,001.00 to ₱150,000.00 The Social Worker will issued a Guarantee Letter shall be addressed to the service providers maximum for (7) seven days or depending on the availability of funds. | None | <p>10 minutes/ or depending on the availability of funds</p> <p>10 minutes after arrival at FO-VI Cashier/ Provincial SWAD Satellite Office / If home delivered</p> <p>10 minutes/ or depending on the availability of funds</p> <p>30 minutes/ or depending on the availability of funds</p> <p>60 minutes/ or depending on the availability of funds</p> | <p><i>Authorized Disbursing Officer / Teller</i></p> <ul style="list-style-type: none"> • <i>Cashier</i> • <i>SWAD Social Worker</i> • <i>PLHIV Focal Person</i> • <i>CIS Social Worker</i> • <i>SWAD Social Worker</i> • <i>CIS Social Worker</i> • <i>SWAD Social Worker</i> • <i>CIS Social Worker</i> • <i>SWAD Social Worker</i> |
| TOTAL | <p>For release at the DSWD Field Office Caraga</p> <p>For release through SWAD provincial satellite extension offices</p> | | <p>4 days, 1 hour and 31 minutes</p> <p>7 days</p> | |




12. PROCEDURE FOR SOCIAL PENSION PROVISION TO INDIGENT SENIOR CITIZENS

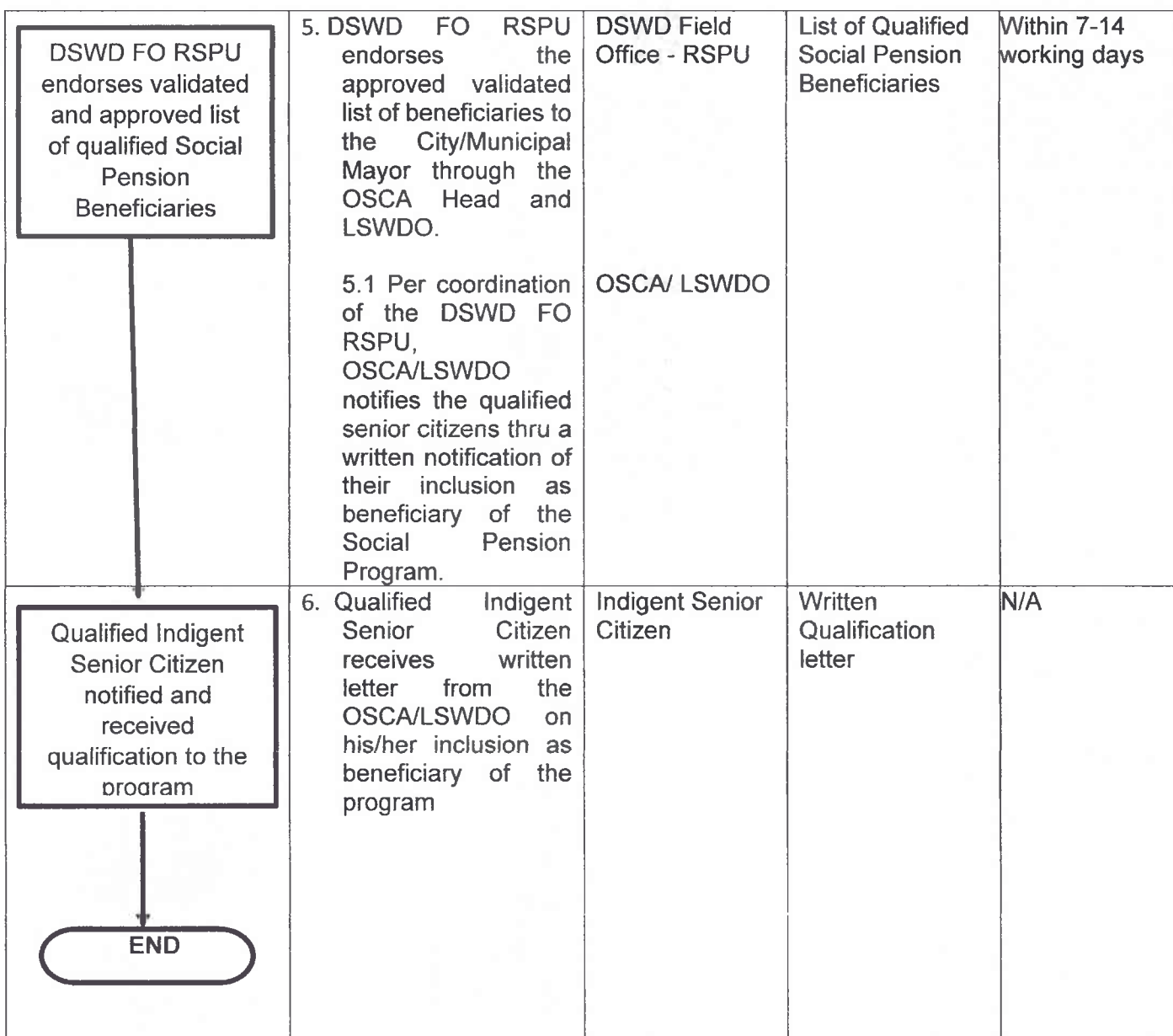
In line with the amendment of the Memorandum Circular No. 16 series of 2021 re *"Omnibus Guidelines in the Implementation of Social Pension for Indigent Senior Citizens Program"*, accentuated the delivery of stipend to Social Pension beneficiaries shall be in a quarterly basis (January-March; April-June; July-September; October-December) 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 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. DSWD Field Offices through Social Pension Program Office receives consolidated list submission of application from the LSWDO and conducts assessment/validation to potential beneficiaries.

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| Office or Division: | Protective Services Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Senior Citizens and/or Authorized Representative/s |
| CHECKLIST OF REQUIREMENTS | |
| Walk-In Applicant/S Or Authorized Representative/S | |
| Fully accomplished Social Pension Application Form (1 original per applicant) | 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 (1 original and 1 photocopy per applicant) | OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec |
| Any of the following documents as proof of birth date (1 photocopy and 1 original per applicant): <ul style="list-style-type: none"> ○ Certificate of Birth; ○ Certificate of Marriage; ○ Certificate of Baptism; ○ PhilHealth's Member Data Record (MDR); or ○ Certificate of Birth of the Eldest Child.) | Local Government Unit (LGU) – Local Civil Registrar Philippine Statistics Authority |
| Certificate of Residency (1 photocopy or 1 original per applicant) | LGU – Barangay Local Government Unit (BLGU) |
| 2 copies of 1x1 or 2x2 recent I.D. picture (per applicant) | Person applying for the program |
| LGU Endorsement | |
| Transmittal Letter (2 original) | Person transmitting the documents |
| Summary of Endorsed Applicants (hard copy and soft copy) | Person transmitting the documents |

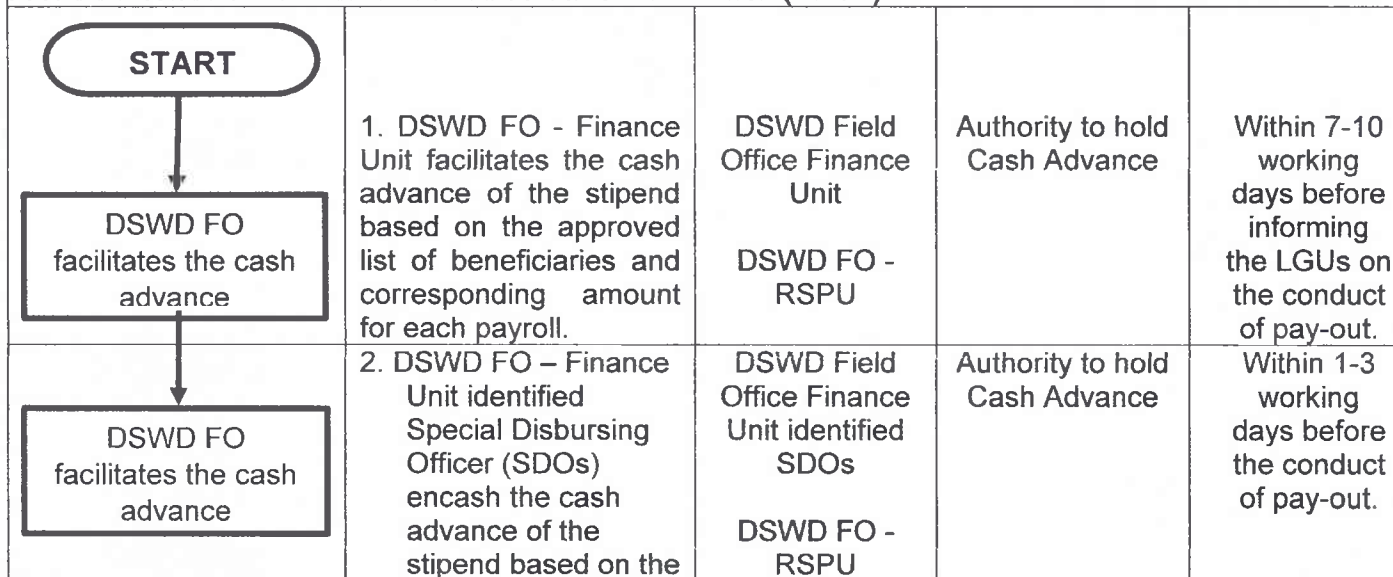
| Fully accomplished Social Pension Application Form (1 original per applicant) | | Local Social Welfare and Development Office (LSWDO) – LGU Focal Person for Social Pension Office of the Senior Citizens Affairs (OSCA) – OSCA Head Department of Social Welfare and Development – Field Office Caraga (DSWD-FO Caraga) – Social Pension Program Management Office (SPPMO) | | |
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| OSCA ID or any valid government-issued ID (1 photocopy per applicant) | | OSCA, Pag-IBIG, LTO, BIR, PhilHealth, Comelec, DSWD, LGU / BLGU | | |
| Any of the following documents as proof of birth date (1 photocopy per applicant): <ul style="list-style-type: none"> ○ Certificate of Birth; ○ Certificate of Marriage; ○ Certificate of Baptism; ○ PhilHealth's Member Data Record (MDR); or Certificate of Birth of the Eldest Child) | | Local Government Unit (LGU) – Local Civil Registrar Philippine Statistics Authority | | |
| Certificate of Residency (1 photocopy per applicant) | | LGU – Barangay Local Government Unit (BLGU) | | |
| 2 copies of 1x1 or 2x2 recent I.D. picture (per applicant) | | Person applying for the program | | |
| FLOW CHART | PROCEDURE DETAILS | RESPONSIBLE | INTERFACE DOCUMENT | TURN AROUND TIME |
|  | 1. The DSWD Field Office – Regional Social Pension Unit (RSPU) receives the certified consolidated list of indigent senior citizen applicants submitted by the LSWDO / walk-in applicants/ referrals from different stakeholders to the Field Offices. | OSCA LSWDO Referring agencies/ organizations and other stakeholders | Certified list of Potential Beneficiaries as endorsed by the OSCA/LSWDO Official communication letter from referring agencies/ organizations Client Satisfaction Survey GIS SPBUF Other relevant documents such as photocopy of Barangay Certificate of Residency | Within 7-14 working days from the receipt of the certified list |
| | 1.1 DSWD FO RSPU schedules the validation / assessment and shall inform the LGU (OSCA and LSWDO) 1.2 DSWD FO RSPU conducts the validation using General Intake Sheet (GIS) (Annex 2) and/or Social | Walk-in Applicants DSWD FO RSPU | | |

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|  | <p>Pension Beneficiary Update Form (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.</p> <p>1.3 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.</p> | | | |
|  <pre> graph TD A[DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)] --> B{Eligible} B -- YES --> C[] B -- NO --> D[Revalidation of LGU] D --> A </pre> | <p>2. DSWD FO RSPU encodes the validated list of potential beneficiaries in the SPIS by data entry and for uploading to the DSWD Central Office – Social Pension Unit for crossmatching.</p> <p>The data from SPIS will determine if the applicant is eligible or not. (Yes/No)</p> <p>2.1. If Yes: Generation of Certification of Eligibility duly approved by RD</p> <p>2.2. If No: DSWD FO RSPU to provide data/results through Official letter to LGUs for revalidation/grievance</p> <p>2.2.1. Delisted beneficiaries</p> | <p>DSWD Field Office – RSPU</p> <p>DSWD Central Office - Social Pension Unit</p> | <p>Encoded list to the SPIS</p> | <p>Within 7-14 working days</p> |



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|  | <p>(double entry, deceased, able family, receiving pension from other government and private agencies and with regular income) subject for replacement.</p> <p>2.2.2. LSWDO will identify the replacement as per approved and qualified waitlisted beneficiaries.</p> <p>2.2.3. BSCA, OSCA, LSWDO and DSWD FO RSPU staff conduct door-to-door validation using the SPBUF as the basis for assessment.</p> | | | |
| <div data-bbox="35 1161 295 1344" style="border: 1px solid black; padding: 5px;"> DSWD FO RSPU encodes/uploads validated list of beneficiaries </div>  | <p>3. DSWD FO RSPU encodes/ uploads the consolidated validated list submitted to the DSWD CO Social Pension Unit for data cleansing and eligibility test.</p> | DSWD Field Office - RSPU | Validated list of beneficiaries | Within 7-14 days |
| <div data-bbox="23 1490 331 1764" style="border: 1px solid black; padding: 5px;"> DSWD CO SOCIAL PENSION UNIT performs data eligibility test and endorsed final list to DSWD FO RSPU </div>  | <p>4. DSWD CO Social Pension Unit performs and runs eligibility tests to the received validated lists of beneficiaries</p> <p>4.1 DSWD CO Social Pension Unit endorse generated clean and error list to the DSWD FO RSPU</p> | DSWD Central Office - Social Pension Unit and ICTMS | Clean and Error list | Within 20 working days <i>*turnaround time includes the receipt from FO until the endorsement to FOs of the clean and error list.</i> |



2 ND PHASE – FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)



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| | corresponding number of Social Pension beneficiaries (FO) | | | |
| <div>DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout</div> | <p>3. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout</p> <p>3.1 Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.</p> <p>3.2 LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.</p> | <p>DSWD Field Office – RSPU</p> <p>OSCA/LSWDO</p> | <p>DSWD FO Communication letter to OSCA/LSWDO on the payout schedule</p> | <p>Within 5 working days before the pay-out</p> |
| TOTAL PROCESSING TIME | | | Within 13-18 days processing time before the conduct of payout. | |
| 3RD PHASE – CONDUCT OF THE SOCIAL PENSION PAYOUT | | | | |
| <div>Conduct of the Social Pension</div> | <p>4. Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout</p> <p>4.1. The DSWD RSPU Social Pension Focal Person shall conduct exit conferences for both schemes with LCE and LSWDO to discuss what transpired during the payout and</p> | <p>Indigent Senior Citizen</p> <p>DSWD Field Office - RSPU</p> <p>OSCA/LSWDO</p> | <p>List of Beneficiaries / Payroll</p> <p>DV / OBRs</p> <p>SDOs Special Order and Authority to Cash Advance</p> | <p>Exit Conference - after each payout</p> <p>Conduct of Pay-out - Within 15 days upon release of the cash advance to the SDOs following the AO No. 13 Guidelines on Cash Advance.</p> |

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|  | reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents. | | | <i>*turnaround time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i> |
| TOTAL PROCESSING TIME | | | Within 15 days processing time upon release of the cash advance from SDOs <i>*processing time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i> | |
| 4TH PHASE – REPORTING AND LIQUIDATION | | | | |
| <div>Preparation of DSWD FO RSPU report to LGU</div>  | <p>5. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries including the deceased for their reference and action for possible replacement.</p> <p>5.1. DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.</p> | DSWD Field Office - RSPU | List of paid and unpaid beneficiaries and status of recommendation for replacement | Within 1-7 working days after the conduct of the payout. |

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| <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">DSWD FO RSPU to prepare the liquidation report</div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 100px;">END</div> | 6. DSWD FO Identified SDOs to prepare the liquidation report on the recently concluded Social Pension Pay-out in support of DSWD RSPU for the accomplishment of supporting documents | DSWD Field Office Identified SDOs DSWD Field Office - RSPU | Liquidation Report duly received by the FO's Accountant | Within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13. |
| TOTAL PROCESSING TIME | | | <i>Within 8-21 days processing time</i> | |

13. PROVISION OF ASSISTANCE UNDER THE 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">• TIP Victim-Survivors• Families of the victim-survivor of trafficking• Witnesses of cases of human trafficking• Communities with incidence of human trafficking | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Medical Assistance: 2 photocopies of Valid ID (original ID must be presented upon claiming of assistance) | | Any Government issued ID | |
| Social Case Study Report | | DSWD Social Worker | |
| 2 copies (1 original copy and 1 photocopy) of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedure) | | Hospital where client/patient was admitted. | |
| 2 copies (1 original copy and 1 photocopy) of Clinical Abstract/Medical Certificate with signature and license number of attending physician (issued within three months. | | | |

| | |
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| 2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency | Office of the Barangay Captain |
| Educational Assistance: 2 copies (1 original copy and 1 photocopy) of School Registration/or Certificate of Enrollment | School where the client is enrolled |
| Social Case Study Report | RRPTP DSWD Social Worker |
| 2 copies of Statement of Account for tertiary Education | School where the client is enrolled |
| 2 photocopies of Valid School ID | School issued ID |
| 2 photocopies of Valid ID of the parent/guardian(original ID must be presented upon claiming the assistance) | Any government issued ID Pantawid ID |
| Livelihood Assistance: Project Proposal. They may write using their vernacular or local dialect. They may be assisted by the social worker in preparation of the said proposal. | Social Worker of RRPTP DSWD |
| Result of Handa Ka na Bang Magnegosyo? The client scores 75 and above in order to be eligible for the livelihood Program, to determine the preparedness of the client to start their business. Re-assessment will be conducted to clients who will have a score of 74 and below or they may be considered to avail financial assistance for employment. | Social Worker of RRPTP DSWD |
| Social Case Study Report | |
| 2 photocopy of Valid ID (original ID must be presented upon claiming of assistance) | Any government issued ID Pantawid ID |
| Skills Training: Official receipt from the training school (TESDA/CHED accredited training school) | TESDA/accredited training school where the client is enrolled |
| 2 photocopy of valid school ID (original ID must be presented upon claiming the assistance) | |
| Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.): 1. Contract of Employment or any similar document which indicates that they are hired | Employer of the client |
| 2 photocopy of valid ID (original ID must be presented upon claiming the assistance) | Agency issued ID |
| Logistical Support During and Post-Rescue Operation of Victim-survivors of trafficking: Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration. NO DOCUMENTS NEEDED | DSWD |
| Provision of Temporary Shelter 1. Medical Certificate 2. Case Summary 3. Referral Letter | LGU Social Worker |

| Support for Victim-survivors/Witness and Transportation Assistance | | | | |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------|----------------------------|
| 1.Valid ID | | | Any Government issued ID | |
| 2.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 |
| 1. Victim-survivors of Trafficking reached out, referred to by the RRPTP Social Worker | 1.1 Interview of the client. | NONE | 15 minutes | RRPTP Social Worker |
| | 1.2 Provide psychosocial counselling. | | 30 minutes | |
| | 1.3 Assessment | | 30 minutes | |
| | 1.3.1 If the client needs Temporary Shelter refer to Residential Care Facility | | 30 minutes | |
| | 1.3.2 The Social Worker provides a list of documentary requirements depending on the assistance to be provided. Refer to list of requirements | | 15 minutes | |
| 2. Submission of Documentary Requirement for the service/s to be availed | 2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client) | NONE | 10 Minutes | RRPTP Social Worker |
| | 2.1.1 For the livelihood assistance, the RRPTP Social Worker will coordinate with SLP for technical assistance re: Social Preparation (BBMT). | NONE | 7-15 Days | |
| | 2.2 Processing of the assistance being sought; a. Preparation of Voucher (if financial related) | NONE | 3 working days | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How to send feedback | Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO. |
| How to send feedback is processed | AA clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the HRMDD to be processed for immediate action (if there are any) |
| How to file a complaint | ARTA-Recovery Reintegration Program for Trafficked Persons (RRPTP) Protective Services Division 1 st Floor Lumilihok Building DSWD Field Office Caraga R. Palma Street, Butuan City CSC-0917-839-8272 Para sa taumBAYAN hotline: 8951-2575 / 8951-2576 / 8932-0111 PCC- 8888 |

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| How complaint are processed | Complaints are processed and acted upon 24 hours upon receipt. |
| Contact information | Ms. Bernape C. Bantayan SWO II/RRPTF Focal 0918-947-3954 blairebantayan@gmail.com Through Telephone No. 085-342-5620/19 Email Address: focrg@dswd.gov.ph |
| Contact info of ARTA, PCC and CCB | Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565 |

14. PROVISION OF CENTENARIAN GIFT TO ELIGIBLE CENTENARIAN

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| Office or Division: | Protective Services Division | |
| Classification: | Simple | |
| Type of Transaction: | G2C-Government to Citizen | |
| Who May Avail: | Centenarian Applicants and/or their Authorized Representatives | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Primary Documents (Any 1 of the following) | | |
| 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 |
| Secondary Documents (Any 2 of the following) | | |
| 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 |

| Additional Supporting Documents (Upon completion of the above) | | | | |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------------------|
| 1. One Whole-Body Picture of the Centenarian Applicant (Latest) | | Client | | |
| 2. Certificate of Residency issued by the Barangay | | Barangay | | |
| 3. Endorsement Letter issued by the C/MSWDO | | C/MSWDO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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. |

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| Contact Information | <p>(085) 342 5619 loc. 106</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |
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ADMINISTRATIVE DIVISION

Non-Frontline Services

1. 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.

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| Office/Division: | Administrative Service – Property and Supply Section (AD-PSS) | | | |
| Classification: | Simple | | | |
| Type of Transaction : | G2G – Government to Government | | | |
| Who may avail: | Department of Social Welfare and Development (DSWD) Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS) | | To be prepared by the client OBSUs' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS); | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 1.3 Accomplish the "encoded by" portion in the | None | 1 Hour | PSS Staff |

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| | <p>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 15,000. 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 attach the barcode sticker to the visible and secure area of the property | 2. Validate the returned document if accurately signed and forward to PSS Head for approval | None | 15 Minutes | PSS Technical Staff |

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|--------------|-----------------------------------------------------------------------------------------------------------------|------|--------------------|-----------|
| | 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 | None | 30 Minutes | PSS Staff |
| | 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 | | | |
| TOTAL | | None | 1 HOUR, 50 MINUTES | |

2. 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.

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| Office/Division: | Administrative Division – Property and Supply Section (AD-PSS) |
| Classification: | Simple |
| Type of Transaction : | G2G – Government to Government |

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| Who may avail: | | Department of Social Welfare and Development (DSWD) Officials and Employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) original copy of duly accomplished request for issuance of 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 | None | 1 Hour | PSS Staff |

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|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------|-----------|
| | 1.3 Record PESP details in the logbook | | | |
| | 1.4 Sign PESP | None | 5 Minutes | PSS Head |
| 2. Claim PESP and present the portable property | 2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of PESP 2.1 Attach PESP in the most visible and secure area of the property 2.2 Present PESP request submitted by the client for signature as received sticker 2.3 Update PREMIS and marked sticker pass as claimed | None | 30 Minutes | PSS Staff |
| TOTAL | | None | 1 HOUR, 35 MINUTES | |

3. 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.

| Office/Division: | Administrative Division – Property and Supply Section (AD-PSS) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification: | Complex Transaction |
| Type of Transaction : | G2G – Government to Government |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. One (1) Original copy of memorandum requesting for issuance of property 2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS) | 1. From concerned OBSUs and personnel, interoffice memorandum format 2. From AS-PSS through the Designated Property Officer of concerned OBSU |

| 3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip | | 3. From the AS-PSS / PREMIS online through the Designated Property Officer of concerned OBSU | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------|------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 |
| TOTAL: | | None | 8 Hours | |

4. 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.

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

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------|-------------------------------|
| 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 accountability and the requirements to be submitted in accordance with the COA Guidelines. | None | 3 Hours | PSS Head |
| 2. Submit request for relief from property accountability to COA with the following documentary requirements: a. RLSDDP b. Affidavit of Loss c. Affidavit of Two (2) | 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 | None | 3 Hours | PSS Staff |

| | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------|-----------|
| 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 Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS) | for Relief to be signed by Regional Director. a. Forward the signed endorsement to COA copy furnished the Accountable Officer. | | | |
| 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 | None | 3 Hours | PSS Staff |

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|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------|-----------|
| | b. Update records/PREMIS 3.2 Request Denied – Prepare memorandum informing the Accountable Officer of the processes for replacement, payment or reimbursement | | | |
| 4. Submit replacement unit in accordance with COA Decision | 4. Request presence of COA representative during inspection of replacement unit 4.1. Analyze the specification of offered replacement item. 4.2. Accept replacement unit upon concurrence of COA representative 4.3. Prepare necessary documentation/ update record in PREMIS 4.4. Prepare Memorandum to FMS and COA on the acceptance of offered replacement items for reference and recording in the Books of Account. | | 1 Hour 1 Hour 2 Hours | PSS Staff |

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| 5. Pay the value of property in accordance with the COA Decision | 5. Provide assistance as to the mode of payment 5.1. Prepare Memorandum to FMS for the receipt of payment; or 5.2. Prepare Memorandum to HRMDD-PAS for the deduction of the amount of property in accordance with COA Decision 5.3. Prepare necessary documentation/ update record in PREMIS | | 3 Hours | PSS Staff |
| TOTAL: | | None | 16 HOURS , 10 MINUTES | |

5. 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.

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

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| 1. One (1) copy of duly accomplished Report of Loss, Stolen, Damaged and Destroyed Property (RLSDDP), with proof of submission to COA 2. One (1) original copy of Memorandum requesting reimbursement/replacement of item lost endorsed by Division concern to Administrative Division Chief | 1. From PSS Office through PREMIS 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 | None | 4 Hours | PSS Staff |

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| | the Administrative Division | | | |
| | 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. | 2. Reimbursement 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. 2. Replacement 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 |

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| | 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.. | | | |
| TOTAL: | | None | 5 HOURS , 10 MINUTES | |

6. 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.

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|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office/Division: | Administrative Division – Property and Supply Section (AD-PSS) |
| Classification: | Highly Technical |
| Type of Transaction : | G2G – Government to Government |
| Who may avail: | 1. DSWD Offices 2. DSWD Designated Property and Supply Custodian 3. Field Offices |
| 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 Staff and advise staff to confirm request for TA through Memorandum | None | 15 Minutes | PSS Head |
| | 1.2 Technical Staff prepare a reply for confirming the date of Technical Assistance. a. Prepare Special Order | None | 5 Days | PSS Staff |

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| | (Satellite/Cluster Offices) for the period of Technical Assistance. b. Prepare the needed documents and information for the conduct of Technical Assistance | | | |
| | 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 the requestor of Technical Assistance | None | | |
| TOTAL | | None | 14 Days and 25 Minutes for Satellite/Cluster Offices/ 18 Days and 25 Minutes for Field Office | |

7. 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.

| Office/Division: | Administrative Division – Property and Supply Section (AD-PSS) | | | |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction : | G2G – Government to Government | | | |
| Who may avail: | Department of Social Welfare and Development (DSWD) Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. 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 | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 Property and Supply Custodian. | None | 15 Minutes | PSS Staff |
| 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 | None | 1 Hour | PSS Staff |

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| | 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 15,000. Signed the received by portion of PAR/ICS. 2.5. Generate and print barcode sticker and attach to the surrendered property. | | | |
| | 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 person for safekeeping | None | 15 Minutes | PSS Staff |
| TOTAL | | | 1 HOUR, 35 MINUTES | |

8. 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.

| Office/Division: | Administrative Service – Property and Supply Section (AD-PSS) |
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| Classification: | Complex Transaction |
| Type of Transaction : | G2G – Government to Government |
| Who may avail: | Department of Social Welfare and Development (DSWD) OBSUs |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 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 |
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| 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 | None | 2 Hours | PSS Staff |

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| | supplies and materials | | | |
| | 1.4 Request for the approval of RIS of the Chief of Admin. Division | | | |
| 2. Receipt of issued supplies and materials | 2. Update stock card and issue requested supplies and materials a. Updating of stock/bin card b. Pull out of stocks for issuance to requesting OBSU c. Update database | None | 4 Hours | PSS Staff |
| TOTAL: | | None | 6 HOURS | |

FEEDBACK AND COMPLAINTS MECHANISMS

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| 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: |

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

9. 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.

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| Office or Division: | Administrative Division- General Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request for Technical Assistance Form | | | General Services Section Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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. 1.4 Refer to Technical Staff & assigned skilled Personnel | None | 2 minutes | GSS Staff/ 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 | None | 15 minutes | GSS Staff/ Skilled Personnel |

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| | <p>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.</p> <p>2.5 If the work needed is beyond the capability of the available personnel/staff, the technical staff informs the Head of the office.</p> <p>2.6 The Technical Staff shall prepare Job Order for the hiring of an Outsourced Service Provider/contractor to do the specific works.</p> | | | |
| 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</p> | None | Vary depending on the procurement process and delivery schedule | Procurement |

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| | <p>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> | | | |
| 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 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> | None | Vary depending on the scope of the work/s | GSS Staff, Skilled Personnel, Outsource Service Provider/ Contractor |

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| <p>5. Completion of work</p> | <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 corrective action based on the comments/findings.</p> <p>5.4 Once accomplished, the assigned staff shall request another turnover and acceptance.</p> <p>5.5. For outsourced service provider/contractor, conduct joint inspection together with assigned staff and concerned office.</p> <p>a. If correction/ modification is needed, assigned personnel shall conduct corrective action and request for another set of inspection.</p> <p>5.6 Issue Certificate of Final Completion and/or Certificate of Acceptance/ Turn-over if applicable.</p> | <p>None</p> | <p>1 day</p> | <p>GSS Staff, Skilled Personnel, Administrative staff, Outsource Service Provider/ Contractor and DSWD Inspection Committee</p> |
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| TOTAL | | | 1 day & 17 minutes | |

10. 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.

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| Office or Division: | Administrative Division- General Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request for Technical Assistance Form | | | General Services Section Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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. 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 | None | 5 minutes | GSS Staff |

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| | 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 |
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| TOTAL | | | 2 hours and 35 minutes | |

11. Request for DSWD Dormitory Accommodation

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

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| Office or Division: | Administrative Division- General Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request for Technical Assistance Form | | | General Services Section Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 be coordinated with the staff in charge of the Facilities a day (1 day) before the date of activity. 9.3 The guest will fill up the details in the logbook and present their identification at the security desk. 9.4 A key to the dormitory shall be given to the guest. | None | 2 minutes | GSS Staff |
| 10. Conduct Inspection | 10.1 Security personnel shall conduct inspection of the guest's luggage as part of safety precautions. 10.2 Assigned personnel shall check the airconditioned unit, comfort room, water and electric | None | 5 minutes | Security Personnel/ Skilled personnel |

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| | connection and the linens that will be used. | | | |
| 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 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> | None | <p>2 minutes monitoring</p> <p>(staying vary depending on the itinerary of the guest)</p> | Security Personnel/ Skilled personnel |
| 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</p> | 250 pesos per day | 30 minutes | Security Personnel/ Skilled personnel/ concerned personnel |

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| | inspect and check the dormitory for clearance of the guest. 12.3 The guest will return the key and inspection of the luggage shall be performed. 12.4 The guest shall be cleared after no findings of damages occurred. 12.5 Assigned personnel shall clean the dormitory including the linens used and garbage waste. | | | |
| TOTAL | | | | |

12. Request for the Use of DSWD Conference Room

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

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| Office or Division: | Administrative Division- General Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request for Technical Assistance Form | | | General Services Section Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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. | None | 5 minutes | GSS Staff |

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| | d. If Yes, schedule for another available time. e. If No, confirm their request. | | | |
| 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 |
| TOTAL | | | 1 hour and 35 minutes | |

FEEDBACK AND COMPLAINTS MECHANISM

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| 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 |



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| | <p>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"> <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 | <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 – gss.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</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 : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |

13. PROCUREMENT UNDER AGENCY TO AGENCY

To provide standard process for the Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement-Agency to Agency under Section 53.5 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

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| Office or Division: | Administrative Division - Procurement Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Approved Purchase Request | | | Office of the Regional Director (ORD) | |
| 2. Other supporting documents as necessary | | | Own Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), etc. whichever is applicable and submit to the Procurement Section. | 1. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete supporting documents. 2. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the PPMP/APP, and for encoding in the Procurement Monitoring Tool (PMT). | None | Three (3) days | Procurement Section Admin. Staff (Incoming/outgoing staff), Program Procurement Officer (PPO), End-user Unit, Procurement Section Head |

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| | <p>3. The Procurement Section Admin. Staff endorses the PR and supporting documents to the assigned Program Procurement Officer (PPO) who will then to handle the project procurement.</p> <p>4. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and then updates the Procurement Monitoring Tool (PMT).</p> <p>5. Prepare and facilitate approval of the Agency Procurement Request (APR) / Request for Quotation (RFQ) or by simply ask for certificate of prevailing price, in case of NFA transaction. And ensures that grouping of items as per category and the specific requirements indicated on the approved PR are consistent with the approved project</p> | | | |
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| | <p>proposal/TOR and/or supporting documents.</p> <p>6. If found in order, the Procurement Section Head, Chief Accountant and HOPE approves the Agency Procurement Request (APR) (for DBM-PS only) or the Procurement Section Head approve the Request for Quotation (RFQ) by affixing their signatures and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>7. Once the Agency Procurement Request (APR) / Request for Quotation (RFQ) was approved and signed, the PPO will endorse the Agency Procurement Request (APR) / approved RFQ to the Procurement Section Admin. Staff.</p> | | | |
| | <p>8. Forward the approved Agency Procurement Request (APR) / RFQ to the Procurement</p> | None | Three (3) to Seven (7) days maximum | Procurement Section Admin. Staff (Incoming/ outgoing staff), |

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| | <p>Canvassers to facilitate the canvassing/ procurement process to the identified Supplier/ Government Agency and to submit a Price Quotation and Stock Availability Certification and/or CNAS, <i>if applicable</i>.</p> <p>Or Procurement Canvassers to simply ask Agency prevailing price and certificate of stock availability in case of NFA transaction, <i>if applicable</i>.</p> | | | <p>Program Procurement Officer (PPO),</p> <p>Procurement Canvasser</p> |
| | <p><u>For non-recurring transactions:</u></p> <p>9. Upon receipt of the documents, BAC Sec shall conduct reviews and verifies the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s and recommend to the BAC their recommendation /s for new transaction. <i>(if applicable)</i>.</p> <p>10. Prior to its Award, the End-</p> | None | Ten (10) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>End-user Unit, Program Procurement Officer (PPO),</p> <p>BAC members and BAC Secretariat,</p> <p>Legal Service, Head of Agency/HOPE</p> |



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| | <p>user unit to conduct negotiation meeting with the Supplier/ Government Agency concerned to discuss the terms and conditions of the contract for new transaction. <i>(if applicable)</i>.</p> <p>11. Afterwards endorse the entire documents to the Program Procurement Officer (PPO) for Preparation of Memorandum of Understanding for new transaction only. And endorse Memorandum of Understanding to the Legal Service for final review and comments, prior to its approval of the HOPE. <i>(if applicable)</i>.</p> | | | |
| | <p><u>With recurring transactions:</u></p> <p>12. Upon receipt of the Price Quotation and Stock Availability Certification and/or CNAS or Certification of Prevailing Price from the NFA and other supporting documents, the Program</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> |



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| | Procurement Officer (PPO) endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | | |
| | <p><u>Cash on Delivery:</u></p> <p>13. Forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division concerned for processing and facilitation of payment to the supplier.</p> | None | Three (3) days | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit, FMD, |
| The End-user Unit shall monitor the implementation of the project. | The Program Procurement Officer (PPO) shall monitor the implementation of the project. | None | As indicated in the approved PO/Contract or TOR. | Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit |
| TOTAL | | | 26 days excluding delivery | |

14. PROCUREMENT UNDER DIRECT CONTRACTING

To provide standard process for the Procurement of Goods based on the requirement needed by the agency to be procured using Direct Contracting under Section 50 of the 2016 Revised IRR of R.A. 9184 as mode of procurement. Procurement of critical components from a specific supplier is a condition precedent to hold a contractor to guarantee its project performance.

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| Office or Division: | Administrative Division - Procurement Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 3. Approved Purchase Request | | | Office of the Regional Director (ORD) | |
| 4. Other supporting documents as necessary | | | Own Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), <i>Price estimate from exclusive dealer/ manufacturer, Certificate of an exclusive dealer/ manufacturer, or justification</i> , etc. whichever is applicable and submit to the Procurement Section. | 15. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete supporting documents. 16. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the PPMP/APP, and for encoding in the Procurement Monitoring Tool (PMT). | None | Three (3) days | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit, Procurement Section Head |



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| | <p>17. The Procurement Section Admin. Staff endorses the PR and supporting documents to the assigned Program Procurement Officer (PPO) who will then to handle the project procurement.</p> <p>18. Program Procurement Officer (PPO) receives and reviews the approved Purchase Request (PR) and other supporting documents and then updates the Procurement Monitoring Tool (PMT).</p> <p>19. Prepares the Request for Quotation (RFQ) for direct contracting to identified <i>exclusive dealer/ manufacturer</i> by the end-user unit and ensures that the specific requirements indicated on the approved PR are consistent with the approved TOR and/or</p> | | | |
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| | <p>supporting documents.</p> <p>20. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> <p>21. If found in order, the Procurement Section Head approves the Request for Quotation (RFQ) by affixing his/her signature and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>22. PPO Updates the Procurement Monitoring Tool (PMT) and endorses the RFQ to the Procurement Section Admin. Staff.</p> | | | |
| | <p>23. Forward the RFQ to the Procurement Canvassers and send the same to the identified direct supplier (<i>exclusive dealer/ manufacturer</i>) to submit a price quotation/ proposal that is responsive to the minimum technical</p> | None | Three (3) to Seven (7) days maximum | <p>Program Procurement Officer (PPO),</p> <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Procurement Canvasser, and Supplier</p> |



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| | <p>specifications set by the end-user unit.</p> <p>24. Receive price quotation / proposals from identified direct supplier (<i>exclusive dealer/ manufacturer</i>) and forward to Procurement Section Admin. Staff and endorses the price quotation / proposal to the assigned Program Procurement Officer.</p> | | | |
| | <p>25. PPO received price quotation/ proposals and prepare Abstract of Quotation (AoQ). The offer may be accepted immediately or after some negotiations, if applicable and endorse the Abstract of Quotation (AoQ) to Procurement Section Head.</p> <p>26. Procurement Section Head, review the Abstract of Quotation (AoQ) with complete supporting documents prior to its routing for approval.</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>BAC members</p> |

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| | <p>27. If found in order, the Procurement Section Head initially sign the Abstract of Quotation (AoQ) and forward to the Procurement Admin. Staff to initiate the approval of Abstract of Quotation (AoQ) to the BAC for approval.</p> <p>28. Signature of the BAC members of the Abstract of Quotation (AoQ) and eventually approval of the Head of the Procuring Entity.</p> <p>29. Afterwards endorse to Program Procurement Officer (PPO) for preparation of Purchase Order (PO)/ Contract.</p> | | | |
| End-user unit concerned for preparation of Obligation Request and Status (ORS) | <p>30. The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract.</p> <p>31. Upon receipt of the complete documents, e.g. copies of the PR, and other relevant documents, the Procurement Section Admin.</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>End-user Unit</p> |

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| | Staff updates the PMT and hand it over to the Program Procurement Officer (PPO) and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | | |
| | 32. Upon receipt of the duly funded PO/Contract, The Procurement Canvasser shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, service provider or contractor. | None | Three (3) working day | Program Procurement Officer (PPO), Procurement Canvasser |
| The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance shall be issued by the end-user unit if applicable which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | 33. For the delivery of goods, the Program Procurement Officer (PPO) shall coordinate with the Property Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the | None | As indicated in the approved PO/Contract or TOR. | Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit |

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| | inspection Committee. 34. The Inspection Committee shall inspect and examine compliance to the technical specification stipulated in the PO/Contract, and submit Inspection Report to the Program Procurement Officer (PPO), which shall be the basis for the preparation of Disbursement Voucher (DV) for processing of payment. | | | |
| | 35. Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Program Procurement Officer (PPO) shall prepare the DV. 36. Updates the Procurement Monitoring Tool (PMT) and forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division | None | Three (3) Working days | Program Procurement Officer (PPO), FMD, End-user unit/s |



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| | concerned for processing and facilitation of payment to the supplier. | | | |
| | <p><u>For Cash on Delivery:</u></p> <p>Forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division concerned for processing and facilitation of payment to the supplier.</p> | None | Three (3) days | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit, FMD, |
| The End-user Unit shall monitor the implementation of the project. | 37. The Program Procurement Officer (PPO) shall monitor the implementation of the project. | None | As indicated in the approved PO/Contract or TOR. | Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit |
| TOTAL | | | 22 days excluding delivery | |

14. PROCUREMENT UNDER EMERGENCY CASE

To provide standard process for the Procurement of Goods/Services, Infrastructure Project, and Consulting Services based on the requirement needed by the agency to be procured using Direct Negotiated Procurement – Emergency Cases under Section 53.2 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

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| Office or Division: | Administrative Division - Procurement Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Approved Purchase Request (PR) | | | Procurement Section Office | |
| 2. Other supporting documents as necessary | | | Own Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), Supplemental PPMP, Justification as emergency procurement, BAC Resolution adoption of the emergency cases modality, etc. whichever is applicable and submit to the | 1. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete supporting documents. 2. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the supplemental PPMP, and for encoding in the Procurement Monitoring Tool (PMT). | None | One (1) day | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit, Procurement Section Head |

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| <p>Procurement Section.</p> | <ol style="list-style-type: none"> 3. The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO) who will then handle the project procurement. 4. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT). 5. Prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated on the approved PR are consistent with the approved TOR and/or supporting documents. 6. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval. | | | |
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| | <p>7. If found in order, the Procurement Section Head approves the Request for Quotation (RFQ) by affixing his/her signature and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>8. PPO Updates the Procurement Monitoring Tool (PMT) and endorses RFQs to the Procurement Section Admin. Staff.</p> <p>9. The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p> | | | |
| | <p>10. Forward the RFQ to the Procurement Canvassers to the identified known technically and financially capable supplier to submit a price quotation/ proposal that is responsive to the minimum technical specifications set</p> | None | One (1) day | <p>Program Procurement Officer (PPO),</p> <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Procurement Canvasser, Supplier</p> |

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| | <p>by the end-user unit.</p> <p>11. Receive price quotation / Proposals from Supplier and forward to Procurement Section Admin. Staff and endorses the price quotation / Proposals to the assigned Program Procurement Officer.</p> <p>12. The Program Procurement Officer (PPO), thereafter, endorses to the BAC, through its Secretariat, for evaluation and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant.</p> | | | |
| | <p>13. Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically,</p> | None | Three (3) days | BAC members and BAC Secretariat |

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| | <p>legally and financially capable to deliver the goods.</p> <p>14. The BAC Sec prepares the BAC Resolution recommending adoption of the Emergency Cases modality and award of contract to the legally, technically and financially capable supplier, service provider, contractor and consultant. Likewise, the Notice of Award (NOA) is also prepared. The BAC Resolution and NOA shall be endorsed to the Head of the BAC Secretariat for final review and comments, prior to its routing for approval and signature of the members of the BAC, and eventually approval of the Head of the Procuring Entity (HoPE).</p> <p>15. Upon receipt of the duly signed NOA, serves it to the awarded supplier, Service provider or contractor. The BAC Sec-in-Charge shall then endorse the</p> | | | |
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| | approved BAC Resolution with complete supporting documents to the Procurement Section for the preparation of Purchase Order (PO)/ Contract and updating of Procurement Monitoring Tool. | | | |
| | <p>16. The Procurement Section prepares and facilitates the issuance of PO/ Contract.</p> <p>17. Upon receipt of the complete documents, e.g. copies of the BAC Resolution, PR, and other relevant documents from BAC Secretariat, the Procurement Section Admin. Staff updates the PMT and hand it over to the Program Procurement Officer (PPO) and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p> | None | One (1) working day | Program Procurement Officer (PPO), End-user Unit |
| | 18. Upon receipt of the duly funded PO/Contract, The Procurement Section shall facilitate the | None | One (1) working day | Program Procurement Officer (PPO), |

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| | signing of PO/Contract, notifies and serves immediately to the supplier, service provider or contractor. | | | Procurement Canvasser |
| The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance shall be issued by the end-user unit if applicable which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | <p>19. For the delivery of goods, the Program Procurement Officer (PPO) shall coordinate with the Property Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the inspection Committee.</p> <p>20. The Inspection Committee shall inspect and examine compliance to the technical specification of the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the Program Procurement Officer (PPO), which shall be the basis for the</p> | None | As indicated in the approved PO/Contract or TOR. | Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit |

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| | preparation of Disbursement Voucher (DV) for processing of payment. | | | |
| | <p>37. Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the Program Procurement Officer (PPO) shall prepare the DV.</p> <p>38. Updates the Procurement Monitoring Tool (PMT) and forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division concerned for processing and facilitation of payment to the supplier.</p> | None | Three (3) Working days | Program Procurement Officer (PPO), FMS, End-user unit/s |
| TOTAL | | | 10 days excluding delivery | |

15. PROCUREMENT UNDER LEASE OF REAL PROPERTY AND VENUE

To provide standard process for the Procurement of Goods or Services based on the requirement needed by the agency to be procured using Lease of Real Property and Venue under Section 53.10 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

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| Office or Division: | Administrative Division - Procurement Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 5. Approved Purchase Request | | | Office of the Regional Director (ORD) | |
| 6. Other supporting documents as necessary | | | Own Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), etc. whichever is applicable and submit to the Procurement Section. | 38. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete supporting documents. 39. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the PPMP/APP, and for encoding in the Procurement Monitoring Tool (PMT). | None | Three (3) days | Procurement Section Admin. Staff (Incoming/outgoing staff), Program Procurement Officer (PPO), End-user Unit, Procurement Section Head |

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| | <p>40. The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO) who will then to handle the project procurement.</p> <p>41. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT).</p> <p>42. Prepares the Request for Quotation (RFQ) and ensures that grouping of items as per category and the specific requirements indicated on the approved PR are consistent with the approved TOR and/or supporting documents.</p> <p>43. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> | | | |
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| | <p>44. If found in order, the Procurement Section Head approves the Request for Quotation (RFQ) by affixing his/her signature and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>45. Once the RFQ was approved and signed, the PPO to prepare at least 3 photocopies of approved Request for Quotations (RFQs).</p> <p>46. PPO updates the Procurement Monitoring Tool (PMT) and endorses the Three (3) photocopies of RFQs to the Procurement Section Admin. Staff.</p> <p>47. The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p> | | | |
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| | <p>48. Forward the RFQs to the Procurement Canvassers to facilitate the canvassing/ procurement process to the identified known technically and financially capable suppliers to submit a price quotation/ proposal that are responsive to the minimum technical specifications set by the end-user unit.</p> | None | Three (3) to Seven (7) days maximum | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> |
| | <p>49. Upon receipt of the documents, BAC Sec shall conduct examination and evaluation the submitted documents, and determine their compliance to the minimum technical specifications set by the end-user unit/s and recommend to the BAC their recommendation /s.</p> <p>50. BAC to determine the supplier/ service provider/ contractor with the Lowest Calculated and Responsive</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>BAC members and BAC Secretariat</p> |

| | Quotation (LCRQ). | | | |
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| | <p>51. Upon received of the Awarded price quotation/ Proposals, the PPO, will prepare Abstract of Quotation (AoQ). And endorse the Abstract of Quotation (AoQ) to Procurement Section Head.</p> <p>52. Procurement Section Head, conduct final review of the Abstract of Quotation (AoQ) with complete supporting documents prior to its routing for approval.</p> <p>53. If found in order, the Procurement Section Head initially sign the Abstract of Quotation (AoQ) and forward to the Procurement Section Admin. Staff to initiate the approval of Abstract of Quotation (AoQ) to the BAC.</p> <p>54. BAC members to sign the Abstract of Quotation (AoQ), and eventually approve of the</p> | None | Seven (7) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>BAC members and BAC Secretariat</p> |

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| | Head of the Procuring Entity. 55. Afterwards endorse the entire documents to the Program Procurement Officer (PPO) for preparation of Purchase Order (PO/ Contract. | | | |
| | 56. The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract. 57. Upon receipt of the complete documents, e.g. copies of the PR, and other relevant documents from BAC Secretariat, the Procurement Section Admin. Staff updates the PMT and hand it over to the Program Procurement Officer (PPO) and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | None | Three (3) days | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit |
| | 58. Upon receipt of the duly funded PO/Contract, The Procurement | None | Three (3) working day | |

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| | Section Admin. Staff shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, service provider or contractor. | | | Program Procurement Officer (PPO), Procurement Canvasser |
| The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance shall be issued by the end-user unit if applicable which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | | None | As indicated in the approved PO/Contract or TOR. | Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit |
| | 59. Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the Program Procurement Officer (PPO) shall prepare the DV. 60. Updates the Procurement Monitoring Tool (PMT) and forwarded the DV along with the supporting to the end-user unit concerned for | None | Three (3) Working days | Program Procurement Officer (PPO), FMD, End-user unit/s |

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| | signature of the Head of Division concerned for processing and facilitation of payment to the supplier. | | | |
| TOTAL | | | 22 days excluding delivery | |

16. PROCUREMENT UNDER SHOPPING UNDER SECTION 52.1 (B)

To provide standard process for the Procurement of Goods based on the requirement needed by the agency to be procured using Shopping under Section 52 of the 2016 Revised IRR of RA. 9184 as mode of procurement.

| Office or Division: | Administrative Division - Procurement Section | | | |
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| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 7. Approved Purchase Request | | | Office of the Regional Director (ORD) | |
| 8. Other supporting documents as necessary | | | Own Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 4. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), etc. | 61. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete | None | Three (3) days | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit, Procurement Section Head |

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| <p>whichever is applicable and submit to the Procurement Section.</p> | <p>supporting documents.</p> <p>62. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the PPMP/APP, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>63. The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO) who will then to handle the project procurement.</p> <p>64. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT).</p> <p>65. Prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated on the</p> | | | |
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| | <p>approved PR are consistent with the approved TOR and/or supporting documents.</p> <p>66. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> <p>67. If found in order, the Procurement Section Head approves the Request for Quotation (RFQ) by affixing his/her signature and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>68. The Program Procurement Officer (PPO) will post at the PhilGEPS and conspicuous places within the premises of the DSWD Caraga for those projects/activities with an Approved Budget for the Contract (ABC) above PhP 50,000.00 but not more than PhP 1 Million for a period of three (3) to Seven (7) days or "on or</p> | | | |
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| | <p>before" the schedule date of the deadline for submission and receipt of quotation/ proposals (except for Real Property and Lease of Venue).</p> <p>69. Prepare at least 3 copies of approved Request for Quotations (RFQs).</p> <p>70. PPO Updates the Procurement Monitoring Tool (PMT) and endorses the Three (3) copies of RFQs to the Procurement Section Admin. Staff.</p> <p>71. The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p> | | | |
| | <p>72. Forward the RFQs to the Procurement Canvassers to the identified known technically and financially capable suppliers</p> | None | Three (3) to Seven (7) days maximum | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> |

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| | to submit a price quotation/ proposal that are responsive to the minimum technical specifications set by the end-user unit. | | | |
| | <p>73. Upon receipt of the documents, BAC Sec shall conduct evaluation, reviews and verifies the veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of RA 9184 and its 2016 IRR.</p> <p>74. Determine the supplier/ service provider/ Contractor with the Lowest Calculated and Responsive Quotation.</p> | None | Seven (7) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>BAC members and BAC Secretariat</p> |
| | 75. PPO received Awarded price quotation/ Proposals and prepare Abstract of Quotation (AoQ). and endorse the Abstract of Quotation (AoQ) | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> |

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| | <p>to Procurement Section Head.</p> <p>76. Procurement Section Head, review the Abstract of Quotation (AoQ) with complete supporting documents.</p> <p>77. If found in order, the Procurement Section Head initially sign the Abstract of Quotation (AoQ) and forward to the Procurement Admin. Staff to initiate the approval of Abstract of Quotation (AoQ) to the BAC for approval.</p> <p>78. The BAC Secretariat for final review prior to its routing for approval and signature of the BAC members of the BAC, and eventually approval of the Head of the Procuring Entity.</p> <p>79. Afterwards endorse to Program Procurement Officer (PPO) for preparation of Purchase Order (PO/ Contract.</p> | | | <p>BAC members and BAC Secretariat</p> |
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| | <p>80. The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract.</p> <p>81. Upon receipt of the complete documents, e.g. copies of the PR, and other relevant documents from BAC Secretariat, the Procurement Section Admin. Staff updates the PMT and hand it over to the Program Procurement Officer (PPO) and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>End-user Unit</p> |
| | <p>82. Upon receipt of the duly funded PO/Contract, The Procurement Section shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, service provider or contractor.</p> | None | Three (3) working day | <p>Program Procurement Officer (PPO),</p> <p>Procurement Canvasser</p> |

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| <p>The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance shall be issued by the end-user unit if applicable which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment.</p> | <p>83. For the delivery of goods, the Program Procurement Officer (PPO) shall coordinate with the Property Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the inspection Committee.</p> <p>84. The Inspection Committee shall inspect and examine compliance to the technical specification of the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the Program Procurement Officer (PPO), which shall be the basis for the preparation of Disbursement Voucher (DV) for processing of payment.</p> | <p>None</p> | <p>As indicated in the approved PO/Contract or TOR.</p> | <p>Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit</p> |
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| | <p>37. Upon receipt of the Inspection Report, Sales Invoice, Billing/ Statement of Account, and other supporting documents, the Program Procurement Officer (PPO) shall prepare the DV.</p> <p>38. Updates the Procurement Monitoring Tool (PMT) and forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division concerned for processing and facilitation of payment to the supplier.</p> | None | Three (3) Working days | Program Procurement Officer (PPO), FMD, End-user unit/s |
| TOTAL | | | 22 days excluding delivery | |

18. PROCUREMENT UNDER SMALL VALUE PROCUREMENT

To provide standard process for the Procurement of Goods, Infrastructure Projects or Consulting Services based on the requirement needed by the agency to be procured using Negotiated Procurement - Small Value Procurement under Section 53.9 of the 2016 Revised IRR of R.A. 9184 as mode of procurement.

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| Office or Division: | Administrative Division - Procurement Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | End Users | | | |
| Who May Avail: | DSWD Staffs and Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 9. Approved Purchase Request | | | Office of the Regional Director (ORD) | |
| 10. Other supporting documents as necessary | | | Own Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 5. Prepare Purchase Request (RP) with complete supporting documents such as Technical Specification, Project Proposal, Terms of Reference (TOR), etc. whichever is applicable and submit to the Procurement Section. | 85. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR) with proper signatories - in consonance with the existing guidelines - and with complete supporting documents. 86. The Procurement Section Admin. Staff checks the inclusion of the procurement project in the PPMP/APP, and for encoding in the Procurement Monitoring Tool (PMT). | None | Three (3) days | Procurement Section Admin. Staff (Incoming/ outgoing staff), Program Procurement Officer (PPO), End-user Unit, Procurement Section Head |



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| | <p>87. The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO) who will then to handle the project procurement.</p> <p>88. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT).</p> <p>89. Prepares the Request for Quotation (RFQ) and ensures that the specific requirements indicated on the approved PR are consistent with the approved TOR and/or supporting documents.</p> <p>90. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> <p>91. If found in order, the Procurement</p> | | | |
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| | <p>Section Head approves the Request for Quotation (RFQ) by affixing his/her signature and forwarding the documents to the assigned Program Procurement Officer (PPO).</p> <p>92. The Program Procurement Officer (PPO) will post at the PhilGEPS and conspicuous places within the premises of the DSWD Caraga for those projects/activities with an Approved Budget for the Contract (ABC) above PhP 50,000.00 but not more than PhP 1 Million for a period of three (3) to Seven (7) days or "on or before" the schedule date of the deadline for submission and receipt of quotation/ proposals (except for Real Property and Lease of Venue).</p> <p>93. Prepare at least 3 copies of approved Request for Quotations (RFQs).</p> | | | |
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| | <p>94. PPO Updates the Procurement Monitoring Tool (PMT) and endorses the Three (3) copies of RFQs to the Procurement Section Admin. Staff.</p> <p>95. The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p> | | | |
| | <p>96. Forward the RFQs to the Procurement Canvassers to the identified known technically and financially capable suppliers to submit a price quotation/ proposal that are responsive to the minimum technical specifications set by the end-user unit.</p> | None | Three (3) to Seven (7) days maximum | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> |
| | <p>97. Upon receipt of the documents, BAC Sec shall conduct evaluation, reviews and verifies the</p> | None | Seven (7) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> |

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| | <p>veracity and completeness of the documents to ensure that the supplier is technically, legally and financially capable to deliver the goods and in accordance with the provision of RA 9184 and its 2016 IRR.</p> <p>98. Determine the supplier/ service provider/ Contractor with the Lowest Calculated and Responsive Quotation.</p> | | | <p>Program Procurement Officer (PPO),</p> <p>BAC members and BAC Secretariat</p> |
| | <p>99. PPO received Awarded price quotation/ Proposals and prepare Abstract of Quotation (AoQ). and endorse the Abstract of Quotation (AoQ) to Procurement Section Head.</p> <p>100. Procurement Section Head, review the Abstract of Quotation (AoQ) with complete supporting documents.</p> <p>101. If found in order, the Procurement Section Head initially sign the Abstract of</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>BAC members and BAC Secretariat</p> |

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| | <p>Quotation (AoQ) and forward to the Procurement Admin. Staff to initiate the approval of Abstract of Quotation (AoQ) to the BAC for approval.</p> <p>102. The BAC Secretariat for final review prior to its routing for approval and signature of the BAC members of the BAC, and eventually approval of the Head of the Procuring Entity.</p> <p>103. Afterward s endorse to Program Procurement Officer (PPO) for preparation of Purchase Order (PO/ Contract.</p> | | | |
| | <p>104. The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract.</p> <p>105. Upon receipt of the complete documents, e.g. copies of the PR, and other relevant documents from BAC Secretariat, the Procurement</p> | None | Three (3) days | <p>Procurement Section Admin. Staff (Incoming/ outgoing staff),</p> <p>Program Procurement Officer (PPO),</p> <p>End-user Unit</p> |

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| | Section Admin. Staff updates the PMT and hand it over to the Program Procurement Officer (PPO) and endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS). | | | |
| | 106. Upon receipt of the duly funded PO/Contract, The Procurement Section shall facilitate the signing of PO/Contract, notifies and serves immediately to the supplier, service provider or contractor. | None | Three (3) working day | Program Procurement Officer (PPO), Procurement Canvasser |
| The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance shall be issued by the end-user unit if applicable which shall be the basis for preparation of Disbursement Voucher (DV) for processing of payment. | 107. For the delivery of goods, the Program Procurement Officer (PPO) shall coordinate with the Property Section on the receiving of the stocks/goods, ensure availability of warehouse space, and prepare the Request for Inspection (RFI) addressed to the | None | As indicated in the approved PO/Contract or TOR. | Program Procurement Officer (PPO), Property Section, Inspection Committee, End-user Unit |

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| | inspection Committee. 108. The Inspection Committee shall inspect and examine compliance to the technical specification of the delivered goods according to the technical specifications stipulated in the PO/Contract, and submit Inspection Report to the Program Procurement Officer (PPO), which shall be the basis for the preparation of Disbursement Voucher (DV) for processing of payment. | | | |
| | 19. Upon receipt of the Inspection Report, Sales Invoice, Billing/Statement of Account, and other supporting documents, the Program Procurement Officer (PPO) shall prepare the DV. 20. Updates the Procurement Monitoring Tool and (PMT) | None | Three (3) Working days | Program Procurement Officer (PPO), FMD, End-user unit/s |

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| | forwarded the DV along with the supporting to the end-user unit concerned for signature of the Head of Division concerned for processing and facilitation of payment to the supplier. | | | |
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| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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 Procurement Section staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending Procurement Section staff for consolidation. |
| How feedback is processed | Every 25th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms results are reviewed by Head of Procurement Section. 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 Procurement Section may file their respective complaints directly to DSWD Field Office Caraga. Complaints can also be filed via Procurement Hotline (101) or e-mail (procurement.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 Administrative Division Chief |

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| | Officer/s for verification and veracity of complaint. |
| Contact Information | <p>For Administrative Division-Procurement Section concerns,</p> <p>you may contact:</p> <p>Procurement Section Hotline - 101</p> <p>Procurement Section e-mail address – Procurement.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph</p> <p>PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</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 : email@contactcenterngbayan.gov.ph</p> <p>Facebook : https://facebook.com/civilservicegovph/</p> <p>Web : https://contactcenterngbayan.gov.ph/</p> |

POLICY AND PLANS DIVISION

Non-Frontline Services

ICT Support Services

Information Systems Development

Information Systems Development is a process for planning, creating, testing, deploying and maintaining an information system.

| Office or Division: | | RICTMS | | |
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| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Memorandum or Proposal | | Requesting Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The process owner [Office, Division, Section or Unit] submits a request for information systems development thru a memorandum, proposal or request for Technical Assistance | 1. Four [4] sub-processes are initiated by the RICTMS: <ul style="list-style-type: none"> • BPRA • System Design • System Development • System Testing 2. A fifth [5] sub-process which is the System Deployment is done in partnership with the CO. | N/A | Depends on the requirement of the process owner | RICTMS |
| TOTAL | 100 days | | | |

Management of Change Request

The change management process in systems engineering is the process of requesting, determining attainability, planning, implementing, and evaluating changes to a system.

| Office or Division: | | RICTMS | | |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------------|---------------------------|
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Change Request Form | | RICTMS | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Process owner submits a Change Request Form. | 1. The Systems Analyst logs and reviews the Change Request Form. If the CRF is valid, the Systems Analyst will draft an assessment and recommendation else the CRF will be returned to the Process owner with attached notes. 2. If the CRF is transactional, the assigned staff handling databases executes the request through the | N/A | Minor change (1-2 days) Major change (7-14 days) New module (30-60 days) | RICTMS |

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| | <p>back-end. An execution report and signed CRF will be prepared right after the execution.</p> <p>3. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request.</p> <p>4. Unit testing will be conducted once coding is done. If there are no bugs found in the system, the Systems Analyst conducts system testing.</p> <p>5. Once the system passes the testing and no bugs are found, the Systems Analyst prepares a UAT form which will be accomplished by the</p> | | | |
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| | <p>Process owner.</p> <p>6. The Process owner conducts the User Acceptance Testing.</p> <p>7. The Systems Analyst reviews and logs the accomplished UAT form. If there are no bugs found in the system the developer will request for system deployment.</p> <p>8. The technical staff deploys the requested changes on the Production Environment.</p> <p>9. The Systems Analyst consolidates the forms and updates the status in the project monitoring system.</p> <p>10. The Team Leader signs the form and returns them to process owner.</p> | | | |
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| Total | Minor change: 1-2 days Major change: 7-14 days New module: 30-60 days |
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VPN Connection Issue Resolution/Escalation

The RICTMS in coordination with the Central Office Cyber Security Group administers, manages and maintains Perimeter Security solutions and related Systems across all regional offices and data centers

| Office or Division: | | RICTMS | | |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------|--------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Client [Office, Division, Section or Unit] submits a ticket thru ICT Support Ticketing System. | 1. RICTMS will then Transcribe/Classify/Escalate the Ticket 2. RICTMS will Assess and Validate User Credentials and | N/A | 4 Hours (Refer to ICTMS SLA) | RICTMS |

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| | Authorizatio n 3. RICTMS will process VPN Service authorizatio n availability 4. RICTMS in coordination with the CO-CSG will then configure policy for Application Server/VPN Access for User and Test User connectivity | | | |
| Total | 4 Hours (Refer to ICTMS SLA) | | | |

Virus or Malware Issue

The RICTMS in coordination with the Central Office Cyber Security Group administers and maintains enterprise End-point Security Solutions for the Field Office.

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| Office or Division: | RICTMS |
| Classification: | Simple |
| Type of Transaction: | G2G |
| Who may avail: | All DSWD Caraga ODSU |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| ICT Support Ticket | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph |

| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------|--------------------|
| 1. The Client [Office, Division, Section or Unit] submits a ticket thru ICT Support Ticketing System. | <ol style="list-style-type: none"> 1. RICTMS will transcribe/ classify the Incident if it's a valid virus or malware incident. 2. The RICTMS will perform 2 processes: 1) Investigate cause of incident and Issue/update and install/Update Endpoint Solution. 3. advisory on affected/restored services. 4. If the issue requires AV installation or update, RICTMS will isolate the infected unit If the issue needs OS Level repair/restoration, RICTMS will isolate the infected unit for | N/A | 8 hours (Refer to ICTMS SLA) | RICTMS |

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| | deep analysis and execute restoration of services. 5. If it needs external SLA, RICTMS in coordination with the CO-CSG for escalation to external SLA. | | | |
| Total | 8 hours (Refer to ICTMS SLA) | | | |

Server Provisioning

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

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| Office or Division: | | R ICTMS | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The requesting office will be sending the request in | 1. The request would be encoded in the ICTMS ticketing via | N/A | 8 Hours – If resources are available | RICTMS |

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| via memorandum addressed to the Regional Director for approved / disapproved and copy furnish the RICTMS head | <p>system for documentation and assigned to the proper technical staff. The server provision shall be based on the deployment specifications.</p> <p>2. The technical staff would evaluate the current capacity of existing ICT resources. In case that the resources can accommodate the requirements, the server is then provisioned. Otherwise, the requirements would be pending for procurement, upon availability of funds.</p> | | | |
| Total | 8 Hours – If resources are available | | | |

Active Directory Account Provisioning

Direct the development, installation, and maintenance of information systems, security controls, confidentiality, integrity and availability of information

| Office or Division: | | RICTMS | | |
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| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance | 1. The ticket is being evaluated by the helpdesk staff and will be assigned to the proper RICTMS technical staff. 2. Once the ticket is assigned to the System Administrator group or technical staff, the technical staff will coordinate to client for validation and get the necessary information: a. First Name: b. Middle Initial: c. Surname: | N/A | 4 Hours | RICTMS |

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| (TA) request. | d. Ext. Name (if any): e. Office Name and Division/Unit: f. Official Email or personal email (where the user credentials would be sent) 4. The technical staff will process the creation of an Active Directory (AD) account (username and password). 5. Once the AD account is created, the technical staff shall provide the user credential. | | | |
| Total | 4 hours | | | |

Active Directory Account VPN Access

Provide Infrastructure Management, the ICT core service that lays the foundation of information management services, and manages and secures the network, computing, and data center infrastructure and ancillary services that support its operation.

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| Office or Division: | RICTMS |
| Classification: | Simple |
| Type of Transaction: | G2G |

| Who may avail: | | All DSWD Caraga ODSU | | |
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| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request. | 1. The ticket is being evaluated by the helpdesk staff and will be assigned to the proper technical staff. 2. Once the ticket is properly assigned, the technical staff will coordinate to client for validation and get the following information: a. Purpose: b. Server/System to be accessed: (sample: http://172.XX.XX.XX:3000) c. Access Type: | N/A | 4 Hours (Subject to the approval of CSG) | RICTMS |

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| | <p>(sample: H TTPS)</p> <p>4. The technical staff shall then add the user account to the pre-created AD group with the same access, otherwise the technical staff escalate the ticket to CO-Cyber Security Group (CSG) which contains pertinent information to the CSG process.</p> <p>a.) AD Group Name</p> <p>b.) Purpose</p> <p>c.) System to be accessed</p> <p>d.) List of users included</p> | | | |
| Total | <p>4 Hours</p> <p>(Subject to the approval of CSG)</p> | | | |

Systems Patching

Perform methodical data processing, integration, system integration, or enterprise application integration, organized as shared service of the DSWD and an inherent entity within the ICTMS and RICTMS.

| Office or Division: | | RICTMS | | |
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| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The helpdesk | 1. The ticket is being evaluated by the helpdesk staff and will be assigned to the proper technical staff. 2. The technical staff would ensure that a backup of the system files is secured prior to patching 3. The technical staff would apply the patch and inform the CO-CSG of | N/A | Web Application: 4 Hour Software Server side: 8 Hours | IMD |

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| administrator shall acknowledge the client's Technical Assistance (TA) request. | the patches applied. 4. The technical staff will inform the client and create a report via the ticketing system for documentation. | | | |
| Total | Web Application: (4 Hours) Software Server side: (8 Hours) | | | |

Master Data Management (Database Development)

Master Data Management is the set of technology, tools, and processes that ensure master data is coordinated across the enterprise.

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| Office or Division: | | R ICTMS | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for system development or | 1. Gather user process and data requirements | N/A | Specs Provision (4 Hours) | RICTMS |

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| enhancement | 2. Design Database logical design 3. Create database physical design in development environment 4. Test developed database 5. Create Database in production | | Deployment/ Installation (2 Weeks) | |
| Total | Specs Provision (4 Hours) Deployment/ Installation (2 Weeks) | | | |

Master Data Management Change Management (Add/Change/Delete Master Data or Existing Databases)

Just like with database development or database structure creation, change management involves close coordination with the data owners and systems analysts or software developers.

| Office or Division: | | RICTMS | | |
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| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Signed CRF | 1. Change Management process 2. Executes request on backend 3. Updates concerned database 4. Update master database (if needed) 5. Communicate changes | N/A | Patching (4 Hours) Change Request (4 Hours) | RICTMS |
| Total | Patching (4 Hours) Change Request (4 Hours) | | | |

Database Support

Aside from the above processes, the DMD also receives Database Support services such as database table updates, data extraction, data migration, database-related application deployment, script deployment, table extraction, transformation, and loading, application support via addition of admin users, etc.

| Office or Division: | | RICTMS | | |
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| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| The user or client will create a technical support ticket via ICTMS ticketing system at https://ictsupport.dswd.gov.ph . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official | <ol style="list-style-type: none"> 1. Provide initial response within 30 mins. and coordinate with the requester. 2. Provide resolution within set SLA 3. Review and approve resolution' 4. Change ticket status Close Ticket | N/A | Maintenance/Optimization (24 Hours/depend on the size of the tables/database) | RICTMS |

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| email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request. | | | | |
| Total | Maintenance/Optimization (24 Hours/depend on the size of the tables/ database) | | | |

GIS Support

The Geographic Information Systems (GIS) Unit of the Data Management Division handles all GIS-related concerns and support of the Department.

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| Office or Division: | | DMD ICTMS | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for GIS TA and provides corresponding data | 1. Coordinate with ODSU/Client Clarifies TA needs and data availability. | N/A | Data Support (30 days) | DMD |

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| | 2. Analyzes needed data 3. Process Spatial Data 4. Cleanses data 5. Process Spatial Data 6. Finalize Processed Spatial Data 7. Assess if request is met 8. Receive GIS output 9. Provide Users training | | | |
| Total | Data Support (30 days) | | | |

Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

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|------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------|---------------------------|
| Office or Division: | | NTSSD ICTMS | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The ODSUs submit their incident | 1. The Service Support Team Lead | N/A | 4 Hours | RICTMS |

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| request through the ICT helpdesk system. | <p>assesses and assigns the ticket to the appropriate desktop support engineer.</p> <p>2. Desktop Support Engineer provide service support for ICT software and hardware trouble to end user</p> <p>3. If there's a need for Service Provider's intervention, service support engineer provides a TA Report for submission to Property Section, if for warranty claim or to the ODSU concerned for facilitation of Purchase Request, if for Service Provider's diagnosis and parts replacement.</p> | | (Refer to ICTMS SLA) | |
| Total | <p>4 Hours</p> <p>(Refer to ICTMS SLA)</p> | | | |

ICT Technical Specification Request

Processes technical assistance for both hardware and software

| Office or Division: | | RICTMS | | |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------|---------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The ODSUs submit their incident request through the ICT helpdesk system. | 1. The Service Support Team Lead assesses and assigns the ticket to the appropriate desktop support engineer. 2. Desktop Support Engineers provide Technical Specification Report based on industry standard and market research. | N/A | 3 Days (Refer to ICTMS SLA) | RICTMS |
| Total | 3 Days (Refer to ICTMS SLA) | | | |

Request for Evaluation ICT Hardware and Software

Processes technical assistance for both hardware and software

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| Office or Division: | | NTSSD ICTMS | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The BAC Secretariat request for evaluation of ICT equipment through a memorandum addressed to the RICTMS head | 1. Technical staff (member of BAC-TWG for IT) to evaluate the Quotations of Bidders. 2. The Technical Working Group submits an Evaluation Report indicating if a bidder is found to be compliant or not to BAC Secretariat. | N/A | 3 Days (Refer to ICTMS SLA) | RICTMS |
| Total | 3 Days (Refer to ICTMS SLA) | | | |

Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

| Office or Division: | | RICTMS | | |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The ODSUs submit their incident request through the ICT helpdesk system. | 1. Provide tools/equipment if needed. 2. Deliver Technical Support. 3. Confirm with the client when done. 4. Return tools/equipment from their proper disposition if there is any. | N/A | Duration depends on ODSU request (Refer to ICTMS SLA) | NTSSD |
| Total | Duration depends on ODSU request (Refer to ICTMS SLA) | | | |

Technical Assistance for VOIP

Processes technical assistance for both hardware and software

| Office or Division: | | RICTMS | | |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The ODSUs submit their incident request through the ICT helpdesk system. | 1. Reach out to the end user to verify the issue 2. After the issue is verified, The engineer assigned will apply remote (reboot the phone, change config and network status) solution to solve the issue 3. The Engineer will render onsite checking if remote solution do not | N/A | Duration depends on ODSU request (Refer to ICTMS SLA) | RICTMS |

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| | <p>addressed the issue such as, audio cables, displays, dial keys, and network connectivity</p> <p>4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team</p> | | | |
| Total | <p>Duration depends on ODSU request</p> <p>(Refer to ICTMS SLA)</p> | | | |

Technical Assistance for Web conference/Livestream

Processes technical assistance for both hardware and software

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| Office or Division: | | RICTMS | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | DSWD Central Office ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------------------------------------------|--------|
| 1. The ODSUs submit their incident request through the ICT helpdesk system. | 1. Reach out to the end user to verify the issue 2. Gather the requirement of the end user such as the venue and the schedule of the event 3. Advise the end user to conduct an initial dry run to determine the issue that may arise 4. If an issue is encountered, coordinate with respective focal to address the issue 5. If the issue cannot be addressed due to defect on feature, escalate to the service provider | N/A | Duration depends on ODSU request (Refer to ICTMS SLA) | RICTMS |
| Total | Duration depends on ODSU request (Refer to ICTMS SLA) | | | |

Network (Wired and Wireless)

Processes technical assistance for both hardware and software

| Office or Division: | | RICTMS | | |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G | | |
| Who may avail: | | All DSWD Caraga ODSU | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The ODSUs submit their incident request through the helpdesk system. | <p>1. The first step to do when this issue occurs is to check the physical layer - the network cable for wired users and wireless adapters for wireless users.</p> <p>2. Next is to check the network configurations of the device of the user requesting the ticket. Check the IP configurations of the device if it is acquiring the</p> | N/A | 4 hours if only single user is affected, 8 hours if an ODSU is affected | RICTMS |

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| | <p>proper addressing scheme.</p> <p>Initiate a ping test to the LAN gateway and outside network such as Google DNS. Check the port where the device is connected in the switch or wireless access point where the device is connected.</p> <p>3. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure undertaken for reference.</p> | | | |
| Total | 4 hours if only single user is affected, 8 hours if an ODSU is affected | | | |

ICT Support Ticketing System

Processes technical assistance for both hardware and software

| | |
|-----------------------------|--------|
| Office or Division: | RICTMS |
| Classification: | Simple |
| Type of Transaction: | G2G |

| Who may avail: | | All DSWD Caraga ODSU | | |
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| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ICT Support Ticket | | ICT Support Ticketing System. https://ictsupport.dswd.gov.ph | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to access the said system is https://ictsupport.dswd.gov.ph using the AD credentials for login.</p> <p>1.2 While the email is ictsupport@dswd.gov.ph. With this ticketing system, the end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two</p> | <p>1. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.</p> <p>2. Upon resolution, the technician will change the status to resolved.</p> | N/A | <p>Depends on the Incident/Service Request</p> <p>(Refer to ICTMS SLA)</p> | NTSSD |

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| <p>classifications of TA request, Incident and Service Request each has its respective Category and subcategory to be able to be concise on each TA request.</p> <p>2.2. Should the requester agree, he/she will update the ticket status from resolved to close otherwise she/he should reply to the ticket to reopen the ticket automatically.</p> <p>2.3 Once the ticket status has changed into close, the requester will receive an invitation to answer the Customer Satisfaction Survey.</p> | | | | |
| Total | N/A | | | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| How to send feedback | ICTMS Request feedback through https://ictsupport.dswd.gov.ph/ |
| How feedbacks are processed | Feedbacks are consolidated and reviewed by each division. |
| How to file a complaint | Complain can be sent through https://ictsupport.dswd.gov.ph |
| How complaints are processed | Each complaint or request are assigned to specific person that will take action |
| Contact Information ICTMS | (085)342-5619 R. Palma Street, Butuan City |

| CONTACT INFORMATION | |
|-------------------------------------------------------------------------------|---------------------------------------------------|
| Regional Information and Communications Technology Management Service (ICTMS) | (085)342-5619 R. Palma Street, Butuan City |
| Anti-Red Tape Authority (ARTA) | complaints@arta.gov.ph 8-478-5093 |
| Presidential Complaint Center (PCC) | pcc@malacañang.gov.ph 8888 |
| Contact Center ng Bayan (CCB) before Civil Service Commission (CSC) | email@contactcenterngbayan.gov.ph 0908-8816565 |

2. 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.

| Office or Division: | National Household Targeting Section/Policy and Plans Division | | | |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------------|
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | | |
| Who may avail: | All DSWD OBSUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of request (indicating reasons for name matching) 2. Electronic copy of the names to be matched. | | | | |
| 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. 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 |

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

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| | <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"> • 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 <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 |
| <p>Total:</p> <p><i>*with possible extension on the actual data processing depending on the volume of data and names required</i></p> | | None | 7 days, 1 hour, 20 minutes | |

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

3. 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.

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| Office or Division: | | Policy and Plans Division/ National Household Targeting Section | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | Government to Government (G2G), Government to Business (G2B), Government to Citizen | | |
| Who may avail: | | 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 |

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| | 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 |
| Total: | | none | 8 days, 4 hour, 20 minutes | |

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

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| | CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/ |
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4. 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.

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| Office or Division: | Policy and Plans/National Household Targeting Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | Government to Government (G2G), Government to Business (G2G), Government to Citizen | | | |
| Who May Avail: | DSWD OBSUs | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of request (specify purpose and data requested) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. 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 | None | 20 minutes | PPD Chief |

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| | endorse to the Regional Field Coordinator | | | |
| | <p>3. Review the request if:</p> <p>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</p> <p>b.) Clear-endorse the request to the Associate Statistician for data generation.</p> | None | 5 hours | Regional Field Coordinator |
| | <p>4. Generate the requested data from the Listahanan database. The generated statistical/raw can be in excel or in any format available.</p> <p>4.1 Draft reply letter/memorandum</p> <p>4.2 Submit the generated data and reply letter to the Regional Field Coordinator.</p> | None | 1 day | Associate Statistician |
| | <p>5. Countercheck the generated statistical/raw data if:</p> <p>a. Not accurate-Return the generated statistical/raw data to the</p> | None | 5 hours | RFC |

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| | Associate Statistician for revisions. 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 |
| Total | | None | 4 days, 1 hour, 20 minutes | |

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

PROTECTIVE SERVICES DIVISION

Non- Frontline Services

1. Provision of Resource Person to DSWD Intermediaries and Stakeholders

This covers the entire process of all external intermediaries and stakeholders such as Non-Government Organizations, Local Government Units, Academe and Civil Society Organizations requesting for a resource person from the DSWD to provide technical assistance by providing a lecture on a specific program, policy or service of the Department or even national law or policies related to social welfare and development and social protection.

| Office or Division: | Capacity Building Section (CBS) | | | |
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| Classification: | Complex | | | |
| Type of Transaction: | Government to Government & Government to Citizen | | | |
| Who May Avail: | DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Letter Request (for LGUs & Other Stakeholders) CGS/ SWD L-Net Directory Confirmation/Regret Letter Client Satisfaction Measurement Survey (CSMS) Waiver on Data Privacy | | | Requesting Agency DSWD DSWD DSWD DSWD | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send letter request to DSWD | | None | 1 Hour | |
| | 1. Receive, check and log request letter and forward to the Office of the Regional Director (ORD) | None | 1 Hour | Admin staff (Records Section) |
| | 2. Receive the request letter and endorse to the Regional Director | None | 1 Hour | Admin staff/ Regional Executive Assistant (ORD) |
| | 3. Review and provide instructions and endorse to Protective | None | 6 Hours | Regional Director |

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| | Services Division | | | |
| | 4. Review and provide instructions and endorse to Capability Building Section | None | 3 Hours | Protective Services Division Chief |
| | 5. Receive the request letter | None | 1 Hour | Admin Staff (CBS) |
| | 6. Review and assess the request | None | 2 Hours | CBS Head |
| | 7. Identify resource person per database/list of CGS/program focal/ SWD L-Net | None | 2 Hours | Technical staff (CBS) |
| | 8. Coordinate with the head of the CGS/program focal or SWD L-Net member to inform and check availability. | None | 2 Hours | Technical Staff (CBS) |
| | 9. Prepare confirmation letter (to include name and details of identified resource person) and Regional Special Order. | None | 3 Hours | Technical Staff (CBS) |
| | 10. Forward confirmation letter and draft RSO to PSD Chief for review and initials. | None | 1 Hour | Administrative Staff (CBS) |
| | 11. Review and sign confirmation letter and draft | None | 3 Hours | Protective Services Division Chief |

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| | RSO and endorse to ORD | | | |
| | 12. Review and sign the confirmation letter and RSO | None | 6 Hours | Regional Director |
| Schedule pre-activity meeting with identified Resource Person | 13. Return to CBS | None | 1 Hour | Admin staff (ORD) |
| | 14. Receive signed confirmation letter and RSO. Attach the Intellectual Property Agreement (IPA) as well as the Customer Satisfaction Measurement Survey (CSMS) Form | None | 1 Hour | Admin staff (CBS) |
| | 15. Send out to the requestor the documents thru email and to Records Section for numbering (RSO) and sending out (confirmation letter, IPA and CSMS) to mail | None | 1 Hour | Admin staff (CBS) |
| | 16. Encode details of the request to a database | None | 1 Hour | Admin staff (CBS) |
| | 17. Coordinate with requestor to set a pre-implementation meeting with the identified RP | None | 3 Hours | Technical staff (CBS) |
| 2. Fill out the DSWD Intellectual Property Agreement | | None | 1 Hour | |

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| and Customer Satisfaction Measurement Survey | | | | |
| TOTAL | | | 40 Hours or 5 Days | |

2. Endorsement of Continuing Professional Development Application and Completion Report

The application for accreditation of Continuing Professional Development (CPD) Program by the DSWD Central Office and Field Offices is endorsed to the Professional Regulation Commission (PRC) for the approval of credit units. The CPD application is uploaded in the Continuing Professional Development Accreditation System (CPDAs). After the conduct of applied and accredited Continuing Professional Development (CPD) Program, the completion report from the proponent office- DSWD Central Office or Field Offices- is endorsed to the Professional Regulation Commission (PRC). The CPD completion report is sent via email through the Social Welfare Institutional Development Bureau (SWDIB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAs.

| | | |
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| Office or Division: | Capacity Building Section (CBS) | |
| Classification: | Highly technical | |
| Type of Transaction: | G2G - Government to Government | |
| Who May Avail: | All program handlers in DSWD Field Office Caraga | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A) CPD Application | | |
| 1. CPD Application | PRC website <prc.gov.ph> or SWIDB Google Drive < https://tinyurl.com/PRC-SWIDB-CPDForms > | |
| 2. Instructional Design | PRC website or SWIDB Google Drive | |
| 3. Evaluation Tool | SWIDB Google Drive | |
| 4. Program of Activities | SWIDB Google Drive | |
| 5. Resume of Speaker/s | PRC website or SWIDB Google Drive | |
| 6. Current Professional ID of Speaker/s | PRC website or SWIDB Google Drive | |
| 7. Breakdown of Expenses for the Conduct of Program | PRC website or SWIDB Google Drive | |
| Additional Requirements for Online Learning | | |
| 8. Declaration of Minimum Technical Requirements | SWIDB Google Drive | |
| 9. Privacy Policy | SWIDB Google Drive | |
| 10. Certificate of Participation | PRC website or SWIDB Google Drive | |



| 11. Letter of Undertaking | | SWIDB Google Drive | | |
|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------|-----------------|------------------------------|
| B) CPD Completion Report | | | | |
| 1. CPD Completion Report Form | | PRC website or SWIDB Google Drive | | |
| 2. CPD Attendance Sheet | | PRC website or SWIDB Google Drive | | |
| 3. Actual Program of Activities with List of Resource Speakers | | SWIDB Google Drive | | |
| 4. Lecture Materials | | Field Office | | |
| 5. Summary of Evaluation of Speakers | | SWIDB Google Drive | | |
| 6. Summary of Evaluation of Learning of Participants | | SWIDB Google Drive | | |
| 7. Financial Report | | SWIDB Google Drive | | |
| 8. Relevant Photographs | | Field Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1A) CPD Application | | | | |
| 1. Submits the CPD Application requirements through email to <swidb@dswd.gov.ph> | 1.1 Accept and track the application | none | 3 Hours | SWIDB Admin Staff (Incoming) |
| | 1.2 Endorse the application to the Division Chief | none | 2 Hours | SWIDB Admin Staff (Incoming) |
| | 1.3 Forward the application documents to the assigned technical staff per initial assessment | none | 1 Hour | Division Chief (CBD) |
| | 1.4 Update the monitoring sheet and review the application documents per PRC and DSWD standards | None | 5 Days | CPD Focal Person |
| | 1.5 Forward initial review checklist to the | None | 1 Hour | CPD Focal Person |

| | Proponent Office (PO) | | | |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------|------------------------------------------------|
| 2. PO submits revised files based on SWIDB's Initial Review | 2.1 After the PO's revision, review and finalize the application. If complete and compliant, proceed to Step 2.2. If not, return to PO until complete. | none | 5 Days | CPD Focal Person |
| | 2.2 Forward the merged CPD Application Requirements to Division Chief (Capability Building Division) for review and initials | none | 1 Hour | CPD Focal Person |
| | 2.3 Review and affix initials on the Application documents and forward to DSWD CPD Focal Person | none | 5 Hours | Division Chief (CBD) |
| | 2.4 Review and sign the Application documents | none | 5 hours | Division Chief (Knowledge Management Division) |
| | 2.5a Upload the final PDF application attachments to SWDIB Google Drive- CPD Folder | None | 3 Hours | CPD Focal Person |



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| | 2.5b Upload the requirements online via CPDAs | None | N/A | CPD Focal Person |
| 3. Submit required documents per PRC-NCR's evaluation | 3.a Track the submitted application. If PRC- NCR has comments on the submitted application, CPD Focal Person shall immediately inform the PO to comply within 2 working days. | none | N/A | CPD Focal Person |
| | 3.b Receive required documents from PO per PRC-NCR's evaluation and submit to PRC | None | 2 Days | CPD Focal Person |
| | 3.c Update the monitoring sheet in Google Drive | none | 1 Hour | CPD Focal Person |
| | 3.d Upon PRC Accreditation, e-mail the proponent office on the status of their submitted application. | none | 1 Day | CPD Focal Person |
| TOTAL | | None | 136 hours or 17 days | |

1B.) CPD Completion Report

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------------------------------------|--------------------------|-----------------|-----------------|------------------------------|
| 3. Submit the CPD Completion requirements through | 1.1 Accept and track the | None | 3 Hours | SWIDB Admin Staff (Incoming) |



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|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------|---------|------------------------------|
| email to <swidb@dswd.gov.ph> | Completion Report | | | |
| | a. Endorse the completion report to the Division Chief | None | 2 Hours | SWIDB Admin Staff (Incoming) |
| | b. Forward the Completion documents to the assigned technical staff per initial assessment | None | 1 Hour | Division Chief (CBD) |
| | 1.4 Review the Completion documents per PRC and DSWD standards | None | 2 days | CPD Focal Person |
| | 1.5 Forward the initial review checklist to the Proponent Office (PO) | None | 1 Hour | CPD Focal Person |
| 4. PO submits revised files based on SWIDB's Initial Review | 2.1 After the PO's revision, review and finalize the completion documents | None | 3 days | Division Chief (CBD) |
| | 2.2 Forward the merged CPD completion requirement to Division Chief (Capability Building Division) for review and initials | None | 1 Hour | CPD Focal Person |
| | 2.3 Review and affix initials on the Completion documents and | None | 5 Hours | Division Chief (CBD) |



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| | forward to DSWD CPD Focal Person | | | |
| | 2.4 Review and sign the completion documents | None | 5 Hours | Division Chief (Knowledge Management Division) |
| | 2.5a Upload the final PDF completion attachments to SWIDB Google Drive- CPD Folder | None | 3 Hours | CPD Focal Person |
| | 2.5b Upload the requirements online via CPDAs For completion requirements, email the full completion report to cpdd.monitoring@devaluation@gmail.com and gcalapardo.prc@gmail.com | None | 1 Day | CPD Focal Person |
| | 2.6 Update the monitoring sheet in Google Drive | None | 1 Hour | CPD Focal Person |
| | 2.7 Upon submitted completion report, email the proponent office on the status and include the Client Satisfaction Measurement Survey (CSMS) | None | 1 Day | CPD Focal Person |



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| | SUBTOTAL: | None | 80 Hours or 10 Days | |
| | TOTAL: | None | 27 Days | |

3. Borrowing of RLC Materials and Collections

Borrowing of learning materials and references from Regional Learning Commons (RLC) done by DSWD employees.

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|-------------------------------------------------|---------------------------------------------------------------------|------------------------|-----------------------------------------------|---------------------------|
| Office or Division: | Capacity Building Section (CBS) – Regional Learning Commons (RLC) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government to Government | | | |
| Who May Avail: | DSWD Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Borrower's Logbook 2. Valid ID | | | Regional Learning Commons Requesting Party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide proof of identification | | None | 2 Hours | |
| 2. Inquire availability of knowledge material/s | | None | 2 Hours | |
| | 1. Receive inquiry on the availability of Knowledge material/s | None | 2 Hours | RLC Librarian/ Staff |
| | 2. Conduct physical inspection of material/s being borrowed | None | 2 Hours | RLC Librarian/ Staff |
| | 3. Require borrower to fill up Borrower's Logbook | None | 2 Hours | RLC Librarian/ Staff |
| 3. Fill out Borrower's Logbook | 4. Encode material and borrower's name in the RLC Borrowers' Matrix | None | 2 Hours | RLC Librarian/ Staff |
| | 5. Release the material/s and advise date of return | None | 2 Hours | RLC Librarian/ Staff |
| | TOTAL: | None | 16 Hours/ 2 Days | |

RLC Collaborative Room and Use

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

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|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------|---------------------------|
| Office or Division: | Capacity Building Section (CBS) – Regional Learning Commons (RLC) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government to Government | | | |
| Who May Avail: | DSWD Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Reservation Form | | | Regional Learning Commons | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire availability of Function Room via email | | None | 2 Hours | RLC Librarian/Staff |
| | 1. Receive request via email to reserve Collaborative Room | | | |
| | 2. Check availability of RLC Collaborative Room | None | 2 Hours | RLC Librarian/Staff |
| | 4. Send Reservation Form to requesting party thru email | None | 2 Hours | RLC Librarian/Staff |
| 2. Fill out Reservation Form | | None | 2 Hours | |
| 3. Submit accomplished Reservation Form to RLC thru email | | None | 2 Hours | |
| | 5. Book reservation to DSWD Portal | None | 2 Hours | RLC Librarian |
| | 6. Send confirmation of reservation and link CSMS form thru email | None | 2 Hours | RLC Librarian |
| | TOTAL: | None | 16 Hours or 2 Days | |
| FEEDBACK AND COMPLAINTS MECHANISM | | | | |
| How to send a feedback | Answer the client satisfaction survey form and drop it at the designated drop box in the CBS office, respectively. Contact information: (085) 342-5619 local 131 | | | |
| How feedback is processed | Every end of the week, the Administrative Assistant 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. | | | |



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| | <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 131</p> |
| How to file a complaint | <p>Answer the client Complaint Form and drop it at the designated drop box at the CBS office</p> <p>Complaint can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131</p> |
| How complaint are processed | <p>The Administrative Assistant opens the complaints box on daily basis and evaluate each complaint.</p> <p>Upon evaluation, the CBS Head shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The CBS Head will make a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The CBS Head will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131</p> |
| Contact Information | <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131</p> |
| Contact Information of CCB, PCC, ARTA | <p>ANAFE A LECCIONES</p> <p>Training Specialist III/Head, Capacity Building Section</p> <p>DSWD Field Office Caraga</p> <p>R. Palma St., Butuan City</p> <p>(085) 342-5619 to 20</p> <p>Email Address: focrg@dswd.gov.ph</p> |

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION

Non-frontline Services

1. CERTIFICATION OF PERFORMANCE RATING

Issued to DSWD employees regardless of employment status to attest their individual performance ratings.

| Office or Division: | Human Resource Planning and Performance Management Section | | | |
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| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C); Government-to-Government (G2G) | | | |
| Who may avail: | Covers all DSWD Employees regardless of employment status | | | |
| Schedule of Availability of Service | Monday-Friday, 8:00 AM- 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Formal email letter request with complete details pertaining to the year and specific semester being requested. | | Requesting individual | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Received request for Certificate of Performance Rating | <p>The incoming clerk from the Performance Management Section (PMS) shall receive the Request for Certificate of Performance Rating from requesting ODSUs/ Individual.</p> <p>Upon receipt of the request, the same shall be acknowledged by the staff and forwarded to the concerned PMS Staff for Action.</p> | None | 8 Hours (1 day) | <p>Requesting ODSUs/ Individual</p> <p>PMS staff</p> |
| 2. Preparation of the Certificate of Rating | <p>Upon receipt of the request from the incoming clerk, the PMS Staff shall check whether ratings are available in the PMS database or not.</p> <p>If rating is available,</p> | None | 12 Hours (1 ½ days) | Recommending and Approving Authorities as per Manual of Delegation and Delineation of Authority. |

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| | <p>the same shall prepare the Certificate of Rating for approval.</p> <p>If rating is not available, the PMS staff shall prepare the Certificate of No Rating for approval.</p> | | | |
| 3. Releasing of Certificate | Once certificates have been signed, the documents will be forwarded to the outgoing clerk for subsequent release to the requesting ODSUs/ Individual together with the client feedback | None | | PMS Staff |
| 4. End | Receiving copy of the issued Certificate and filled-out Client Feedback Form shall be filed in the appropriate filing folder | None | | PMS Staff |
| TOTAL | | - | 20 Hours (2 ½ days) | |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) 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 CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the CSMR Focal Person of the HRMDD.</p> |

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| | <p>The CSMR Focal Person in HRMDD will make a consolidated report out from the submitted reports from the different ODSUs.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |
| How to file complaints? | <p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| How complaints are processed? | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| Contact Information | <p>Human Resource Planning and Performance Management System (HRPPMS) 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 114 Telefax: (085) 815-9173 E-mail: hrppms.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |



2. ISSUANCE OF SERVICE RECORD TO CURRENT OFFICIALS AND EMPLOYEES

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

| Office or Division: | Personnel Administration Section | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------------------------|--------------------------------------------|
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Current FO Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the employee/officials and his/her representative (if authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized personnel handling the SR issuances | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review the request based on purpose | None | 6 days, 4 hours and 30 minutes | PAS Focal Person |
| | 2.2 Review/Check the Service Card, copy of FO/CO clearance if available, and other data/information filed at Per 16 as reference | None | | PAS Focal Person |
| | 2.3 Draft or prepare the SR | None | | PAS Focal Person |
| | 2.4. Certifying authority sign/initial the SR | None | 2 hours | PAS Head and HRMDD Chief |



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| 3. Get the SR issued | <p>3.1. Inform the client that the SR is ready for releasing via email/SMS/Call/chat</p> <p>3.2. Provide one duly signed SR to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form.</p> | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 6 days 6 hours and 50 minutes | May be extended depending on the volume of transactions handled |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |

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| How to file complaints? | The staff shall fill out a Complaint/s Form requiring the following information: <ul style="list-style-type: none"> Optional (Name of Complainant) Narration of Complaint/s They can also write their complaints in the CSM Form |
| How complaints are processed? | Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the monthly/ emergency meeting. |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |

3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO CURRENT OFFICIALS, EMPLOYEES AND COST OF SERVICE WORKERS

The COE is issued to current Officials, employees and COS workers in the Field Office which certifies their services rendered in the Department.

| Office or Division: | Personnel Administration Section | | |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|------------------------------|--|
| Classification: | Simple | | |
| Type of Transaction: | G2G – Government to Government | | |
| Who may avail: | Current Field Office (FO) Officials, Employees and COS Workers | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the employee/officials/COS worker and | | Client | |



| his/her representative (if authorized representative) | | | | |
|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------------------|-----------------------------------------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized personnel handling the COE requests | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review the documents submitted as to purpose and review/check the Service Card, 201 file / PER 16 as reference. | None | 2 days and 5 hours | PAS Focal Person |
| | 2.2. Draft/Prepare and print the COE | None | | PAS Focal Person |
| | 2.3. Certifying authority shall sign/initial the COE | None | 2 hours | PAS Head and HRMDD Chief |
| 3. Get the COE | 3.1. Inform the client that the COE is ready for releasing via email/SMS/call/chat 3.2. Provide one duly signed COE to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form. | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 2 days, 7 hours and 20 minutes | May be extended depending on the volume of transactions handled |
| FEEDBACK AND COMPLAINTS MECHANISM | | | | |



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| <p>How to send feedback?</p> | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| <p>How feedback is processed?</p> | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |
| <p>How to file complaints?</p> | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| <p>How complaints are processed?</p> | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| <p>Contact Information</p> | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN:</p> |



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

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

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

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------|--------------------------------|--------------------------------------------|
| Office or Division: | Personnel Administration Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Current Field Office (FO) Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the current employee/officials and his/her representative (if authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized focal person | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review if the client has an encoded ELARS (Electronic Leave Administration and Recording System) | None | 6 days, 5 hours and 40 minutes | PAS Focal Person |



| | | | | |
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| | <p>*if none, encode the ELARS</p> <p>*if with ELARS review vis-à-vis Leave Card</p> <p>*if ELARS was already reviewed, encode the details to the Certificate and print</p> | | | |
| | 2.2. Certifying authority shall sign/initial the Certificate | None | 2 hours | <i>PAS Head and HRMDD Chief</i> |
| 3. Get the Certificate | <p>3.1. Inform the client that the certificate is ready for releasing via email/SMS/call/chat</p> <p>3.2. Provide one duly signed Certificate to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via drop box, email or google form.</p> | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 7 days | May be extended depending on the volume of transactions handled |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> <p>Every 25th day of the month is the deadline of the consolidated report.</p> |
| How to file complaints? | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| How complaints are processed? | <p>Complaints received are consolidated every 25th day of every month and will be part of the agenda during the monthly/ emergency meeting.</p> |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |



5. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS TO CURRENT OFFICIALS AND EMPLOYEES

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

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| Office or Division: | Personnel Administration Section | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Current Field Office (FO) Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request | | PAS Receiving Area Client | | |
| Special Power of Attorney or authorization letter with attached photocopy of the IDs of the current employee/officials and his/her representative (if authorized representative) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the document request form or send mail/email request and submit to PAS together with complete supporting documents | 1. Receive the Request form and requirements and forwards the request to the authorized focal person | None | 10 minutes | Incoming / Outgoing Clerk or Guard on Duty |
| 2. Wait for advice of the assigned PAS Focal Person | 2.1. Review if the client has an encoded ELARS (Electronic Leave Administration and Recording System) *if none, encode the ELARS *if with ELARS review vis-à-vis Leave Card *if ELARS was already reviewed, encode the details to the Certificate and print | None | 6 days, 5 hours and 40 minutes | PAS Focal Person |
| | 2.2. Certifying authority shall | None | 2 hours | PAS Head and HRMDD Chief |



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| | sign/initial the Certificate | | | |
| 3. Get the CLC issued | <p>3.1. Inform the client that the certificate is ready for releasing via email/SMS/call/chat</p> <p>3.2. Provide one duly signed Certificate to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via drop box, email or google form.</p> | None | 10 minutes | Incoming / Outgoing Clerk or PAS Focal Person |
| TOTAL | | No Fees | 7 days | May be extended depending on the volume of transactions handled |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send feedback? | <p>The client gives feedback through the Client Satisfaction Measurement (CSM) Form and is encouraged to make their honest evaluation on service delivery.</p> <p>A designated portion of the form is provided for client's suggestion(s) or comment(s).</p> <p>The client will then returns the fully accomplished CSM Form and drop it to the designated CSM feedback box. The attending Administrative Assistant (AA) assists the client.</p> |
| How feedback is processed? | <p>Every 17th day of the month, the AA of the Section will collect all the CSM form in the designated feedback box and make a report out from the feedback of the clients written in the CSM form.</p> <p>The report shall be reviewed and signed by the Section Head before forwarding to the Administrative Assistant of the Office of the HRMDD Chief.</p> <p>The AA in the HRMDD will make a consolidated report out from the submitted reports from the different Units/ Sections.</p> |



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| | Every 25 th day of the month is the deadline of the consolidated report. |
| How to file complaints? | <p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> ▪ Optional (Name of Complainant) ▪ Narration of Complaint/s <p>They can also write their complaints in the CSM Form</p> |
| How complaints are processed? | Complaints received are consolidated every 25 th day of every month and will be part of the agenda during the monthly/ emergency meeting. |
| Contact Information | <p>Personnel Administration Section 2nd Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113 Telefax: (085) 815-9173 E-mail: personnel.focrg@dswd.gov.ph</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p> <p>CONTACT CENTER NG BAYAN: SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : email@contactcenterngbayan.gov.ph Facebook : https://facebook.com/civilservicegovph/ Web : https://contactcenterngbayan.gov.ph/</p> |