

Travel Clearance Issuance for Minors Travelling Abroad

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

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			
Within the Day Transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration	1.Issuance of Service Sequence Number and CSS Form 2.Encoding of the client's information in online Spreadsheet 3.Issuance of Client Satisfaction Measurement Form (CSMR)	None	5 minutes	Officer of the Day
2. Submission of Application and Documentary/Requirements	Received Filled Up Application Form and Documentary requirements presented by the Client	None	5 minutes	Rhiza L. Abing Pearly Jaspy S. Merontos
3.Screening of Application and documentary requirements	1. Social Worker will check the presented documentary requirements are complete. If not, the client will be asked to comply. If complete, proceed to the next Step.	None	5 minutes	Rhiza L. Abing Pearly Jaspy S. Merontos
4.Interview/ Assessment	1.Social Worker interviews and conducts assessment of the application 2. Recommends for the approval or disapproval of the application to the Signing Authority	None	20 minutes	Rhiza L. Abing Pearly Jaspy S. Merontos

	<p>1.Approves/Disapproves the application</p> <p>1.1 If Approved proceed to Step 6:</p> <p>1.2 If Disapproved, Counseling and Explanation of the reason for disapproval of application</p> <p>4.4 Notify the DFA, BI, PMB, DSWD-CO</p> <p>If exempted, Prepares the Certificate of Exemption for Approval of the Regional Director or the Authorized Signatory</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p>Jessie Catherine B. Aranas, SWO V</p> <p>Rhiza L. Abing Pearly Jaspy S. Merontos</p> <p>Rhiza L. Abing Pearly Jaspy S. Merontos</p>
<p>5.Payment of:</p> <p>Php. 300.00 for 1 year validity; Php.600.00 for 2 years validity</p>	<p>1.Issues Order of Payment/Billing Statement</p> <p>2. Issues Official Receipt to the Applicant on the Payment Received</p> <p>3.Issuance of Claim Stub schedule of release (Minimum of 1 day processing and maximum of 3 days processing)</p>	<p>Php. 300.00 for 1 year validity;</p> <p>Php 600.00 For 2 years validity</p>	<p>3 minutes</p> <p>-</p> <p>-</p>	<p>Cashier</p> <p>Rhiza L. Abing Pearly Jaspy S. Merontos</p>
<p>6. Issuance of the Travel Clearance /Exemption Certificate</p>	<p>1.Encodes/Types the details of the applicant of the Travel Clearance Certificate</p> <p>2.Signs/Approves the application or Certificate of Exemption for exempted applicants as requested by client.</p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p>Rhiza L. Abing Pearly Jaspy S. Merontos</p> <p>Dir. Mari-Flor A. Dollaga-Libang</p>

7. Receipt of the Travel Clearance Certificate/Exemption Certificate and Submission of the Filled Up CSMR Form and Signs the Logbook for the Received Travel Clearance/Certificate of Exemption	1. Releases the Travel Clearance Certificate to the Applicant/ Certificate of Exemption/Receipt of the Filled up CSMR Form	None	5 minutes	Rhiza L. Abing Pearly Jaspy S. Merontos
Total Required Time:			1 hour and 18 minutes	

* Processing time may vary per region but shall not exceed a maximum of three (3) days as indicated in **Omnibus Guidelines for Minors Travelling Abroad (MTA), AO 12 series of 2017**

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client will provide feedback through Client Satisfactory Measurement Report (CSMR) after the release of Blue Card/ Exempted Certificate
How feedback are processed	Section Clerk will consolidate CSMR monthly and to be approved by DC. Then, the CSMR 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 / mta.focrg@dswd.gov.ph DSWD Caraga XIII R. Palma St, Dagohoy, Butuan City Tel. No. 085-303-8620
Complainant using 8888	Record Unit will receive the complaints 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 085-303-8620
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/s and discuss the concern.

	<p>-Internal investigation shall be conducted within the PSD, then provide recommendation and officially send reply letter to the complainant</p> <p>DSWD-PSD R. Palma St., Dagohoy, Butuan City 085-303-8620</p>
Contact information DSWD FO XIII/ MTA-PSD	Through Telephone No. 085-303-8620 Email. Address: focrg@dswd.gov.ph / mta.focrg@dswd.gov.ph