

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

## **CITIZEN'S CHARTER**

2022 (7<sup>th</sup> Edition)

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## QUALITY POLICY

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

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

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

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

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

## **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.

<b>Office/Division:</b>	Property and Supply Section (PSS)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities		
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: <div><div>a. DSWD service providers</div><div>b. DSWD suppliers</div></div>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) original copies of duly accomplished Gate Pass		1. To be prepared by the concerned Office’s Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)	
2. Property/ies to be brought outside the DSWD premises		2. To be prepared by the DPSC of concerned Office without any prescribed format	
<b><u>In the absence of the authorized signatory secure any of the following:</u></b>			
1. Signed by the personnel authorized to sign in behalf of the authorized signatory – with attached one (1) photocopy of Special Order (SO) for order of succession		1. Records and Management Service (RMS)	
2. Digitally signed using the PNPKI registered digital signature		2. Digital signature of: <div><div>● Authorized signatory or;</div><div>● Authorized representative with attached 1 photocopy of SO for order of succession;</div></div>	

<p>3. Printed copy of email using the official DSWD email account allowing the property to be brought outside DSWD premises</p> <p><b><u>Properties for repair/replacement attach:</u></b></p> <ol style="list-style-type: none"> <li>1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</li> <li>1 photocopy of Technical Assistance Report</li> <li>1 photocopy of approved Purchase Order (PO) or Purchase Request (PR)</li> <li>1 photocopy of PAR/ICS if property is under warranty</li> <li>1 photocopy of government issued ID and company ID of client or representative</li> </ol> <p><b><u>For loaned properties to be returned to supplier attach:</u></b></p> <ol style="list-style-type: none"> <li>1 photocopy of pull-out slip indicating the name of person who will bring out the property or authorization letter</li> <li>Personal Property Item Pass Slip (PPIPS) and/or delivery or acknowledgement receipt</li> </ol>	<p>3. From the:</p> <ul style="list-style-type: none"> <li>Authorized signatory or;</li> <li>Authorized representative with attached 1 photocopy of SO for Order of succession</li> </ul> <ol style="list-style-type: none"> <li>Issued by the supplier/contractor</li> <li>From concerned DSWD Office (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSS; Maintenance Equipment – GSS)</li> <li>Procurement Management Service (PMS)</li> <li>From the accountable personnel</li> <li>From supplier or representative</li> </ol> <ol style="list-style-type: none"> <li>Issued by the supplier/contractor</li> <li>Issued by the Security Personnel upon entry of the property, from supplier or contractor</li> <li>From supplier or representative</li> </ol>
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3. 1 photocopy of government issued ID and company ID of client or representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished gate pass with attachments and present the property / Items requested for validation	1. Receive and review submitted duly accomplished gate pass and attachments vis-à-vis property presented	None	3 Minutes	Rochelle C. Macuno / John John L. Ponte
	1.1 Review if the Gate Pass is duly accomplished and with attachments (PPIP and other supporting documents)  <b>Complete/Duly Accomplished:</b>  Update PREMIS through scanning the barcode of the Gate Pass to record the time of receipt of request and endorse the same to the Head of Property Office for approval	None	5 Minutes	John John L. Ponte



	<b>Incomplete/Not Duly Accomplished:</b>  Return the Gate Pass to requestor/DPS C for proper accomplishment			
	1.2 Approval of Gate Pass from 8:00 AM to 4:00 PM	None	2 Minutes	Elizabeth C. Lipa
	1.3 Scan the Gate Pass barcode to record the time of approval.  The property staff shall provide the customer feedback form to the requesting party for the service provided	None	2 Minutes	John John L. Ponte
	1.4 Forward copy of the approved Gate Pass to:  a. Original copy – Security Guard  b. Duplicate copy – Person who shall bring the equipment	None	5 Minutes	John John L. Ponte

	out of DSWD premises to present to Security Guard On- Duty/Proper ty Officer  c. Triplicate – Property Office copy			
2. Present property together with the duplicate copy of the approved Gate Pass to the security guard	2. Review the presented property vis-a- vis the duplicate copy of the approved Gate Pass  <b>With discrepancy</b>  Return gate pass to the person who shall take the equipment out of DSWD premises and instruct the latter to secure new gate pass reflecting the correct details of the property to be brought outside DSWD premises  <b>Without          discrepancy</b>  Security Guard On-Duty shall sign the original and duplicate copy of gate pass, return	None	8 Minutes	Security Guard On-Duty

	signed duplicate copy to the client			
	2.1. Scan the barcode of the Gate Pass to record the time when the property was brought outside DSWD in PREMIS.	None	3 Minutes	Security Guard On-Duty
	2.2. Surrender the original copy of gate pass to Property, Supply and Asset Management Division (PSAMD)/Property and Supply Section (PSS)  The Security Guard will return the copy of the gate pass upon return of the equipment brought outside the DSWD premises for monitoring purposes	None	5 Minutes	Security Guard On-Duty
	2.3. File gate pass for safekeeping and future reference	None	10 Minutes	John John L. Ponte
<b>TOTAL:</b>		None	43 MINUTES	

## 2. Issuance of Property Clearance for Separated Official 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.

<b>Office/Division:</b>	Property and Supply Section (PSS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Employees who are: <ol style="list-style-type: none"> <li>1. Resigned</li> <li>2. Transferred to other Government Offices</li> <li>3. Non-renewal of Contract</li> <li>4. Terminated</li> <li>5. Retired</li> </ol>
CHECKLIST OF REQUIREMENTS	
<b>A. <u>Without Property Accountability</u></b>	
<ol style="list-style-type: none"> <li>1. Three (3) original copies of Clearance Form</li> <li>2. And/or duly approved request for transfer / resignation / retirement</li> </ol>	
<b>B. <u>With Property Accountability</u></b>	
<ol style="list-style-type: none"> <li>1. Three (3) original copies of Clearance Form</li> <li>2. One (1) Original Copy of Duly Accomplished Furniture and Equipment Transfer Slip (FETS) to transfer/turnover of property accountabilities</li> </ol>	
WHERE TO SECURE	
<b>A. <u>Without Property Accountability</u></b>	
<ol style="list-style-type: none"> <li>1. Personnel Administration Section with prescribed format</li> <li>2. From Client</li> </ol>	
<b>B. <u>With Property Accountability</u></b>	
<ol style="list-style-type: none"> <li>1. Personnel Administration Section (PAS) with prescribed format</li> <li>2. To be prepared by the Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS)</li> </ol>	

<p>3. Duly signed PAR/ICS for transferred property accountability</p> <p><b><u>In Case of Lost:</u></b></p> <ol style="list-style-type: none"> <li>1. With request for relief from property accountability due to loss - one (1) copy of COA decision</li> <li>2. With request for replacement / reimbursement of lost property - One (1) photo copy of request for replacement approved by the Regional Director</li> </ol>	<p>3. Submitted by the personnel applying for property clearance with signature of the new end user</p> <p><b><u>In Case of Lost:</u></b></p> <ol style="list-style-type: none"> <li>1. DSWD Commission on Audit without prescribed format</li> <li>2. Property and Supply Section (PSS) without prescribed format</li> </ol>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit three original copies of clearance form issued by the Personnel Administration Section (PAS) and/or duly approved request for transfer / resignation / retirement 2 months before the effectivity of retirement, 30 days of resignation or transfer from 8 AM to 5 PM, Mondays to Fridays except holidays</p>	<p>1. Receive Three copies of clearance issued by PAS and/or duly approved request for transfer / resignation / retirement and review the attached documents from 8 AM to 5 PM, Mondays to Fridays except holidays.</p>	None	5 Minutes	Rochelle C. Macuno
	<p>1.1 Review and validate recorded property accountability/ies on file using the Property Records and Equipment Monitoring Inventory System</p>	None	1 Hour, 30 Minutes	*Designated Program DPO

	(PREMIS) and the individual folder of personnel if cancelled			
	<b>1.2 No Accountability/ies</b>  Record the date of effectivity of retirement / resignation / transfer / detail of separation / date of issuance of property clearance in PREMIS and process clearance by affixing initial and forward to the Head of Property for approval  <b>With Accountability/ies</b>  Inform the former Office of the applicant through a Memorandum on the remaining accountability/ies to process its cancellation and/or request submission of other requirements/ proof of cancelled Property Accountability	None	25 Minutes	*Designated Program DPO
2. Submit documents and other requirements as proof of cancelled	2. Receive and validate submitted documents and other requirements as proof of cancelled property accountability	None	30 Minutes	*Designated Program DPO

property accountability				
	2.1. If all the property accountability were cancelled, record the date of effectivity or retirement/ resignation/ transfer/ detail/ separation date and date of issuance of property clearance in PREMIS, affix initial and forward to the Head of Property for approval	None	5 Minutes	*Designated Program DPO
	2.2. Check the "cleared" box and affix signature in the clearance form	None	5 Minutes	Elizabeth C. Lipa
	2.3. Scan signed clearance from, record in clearance logbook/monitoring sheet, forward to the next office concerned and provide Client Satisfaction Measurement Form (CSMF) to the requesting party/client	None	10 Minutes	Rochelle C. Macuno – record in the logbook  *Designated Program DPO - scanning of clearance
	2.4. Upload scanned signed clearance in PREMIS	None	10 Minutes	* Designated Program DPO
<b>TOTAL:</b>		None	3 HOURS	

**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased , Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying 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?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
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 PSS through (085) 303-8620 local 243 or through email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099



	CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565  Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>  FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>  Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243  Email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>

# **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.

<b>Office or Division</b>	Disaster Response Management Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENT</b>			<b>RESPONSIBLE PERSON</b>	
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"> <li>Situational report</li> <li>Assessment report</li> <li>Disaster Incident report</li> </ul>			Client	
Request Letter signed by Local Chief Executives or any authorized representative			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with pertinent attachments	1. Receive the request and logs the documents and route LGU request to DRMD Chief	None	5 minutes	Mikko Kim S. Buzon, DRMD Administrative Staff
	2. Review the request and endorses to DRRS Head	None	10 minutes	Melanie G. Juan, 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;	None	2 hours	Alicia T. Marquiso, DRRS Head

	<ul style="list-style-type: none"> <li>• latest DROMIC Report</li> <li>• RDANA Report</li> <li>• DSWD Predictive Analytics</li> </ul>			
	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	Alicia T. Marquiso, DRRS Head or any of the assigned Social Worker per province*
	5. If FNIs are not available, prepare Request Letter for augmentation of FNI Resources from OUSDRMG, attention DRMB	None	30 minutes	Engr. Raul J. Sabandal, RROS Head
	6. Prepare RIS/IF (% RROS) and Response Letter (% DRRS) to LGUs	None	1 hour	Engr. Raul J. Sabandal, RROS Head  Alicia T. Marquiso, DRRS Head
	7. Review all documents, provide recommendation and endorse to ARDO for review and recommendation	None	1 hour	Melanie G. Juan, DRMD Chief
	8. Review all documents and provide recommendation ; Signs/initials all pertinent	None	1 hour	Jean Paul S. Parajes, RSW, MSSW Assistant Regional Director for

	documents and endorse to Regional Director for approval			Operations (ARDO)
	9. Review all documents for approval/disapproval	None	1 hour	Mari-Flor A. Dollaga-Libang, Regional Director
	10. 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	Melanie G. Juan, DRMD Chief
	11. Facilitate the following; <ul style="list-style-type: none"> <li>• Coordination with LGUs on the schedule of delivery/hauling of goods from DSWD warehouse to LGUs (% DRRS)</li> <li>• Facilitate preparation and signature of Delivery Receipt (% RROS)</li> <li>• Facilitate release of goods to LGUs and ensure signed receipt of RIS/IF and Delivery Receipt by receiving LGUs.</li> </ul>	None	2 hours	Alicia T. Marquiso, DRRS  Engr. Raul J. Sabandal, RROS Head  Emmanuel N. Moran, RROS AA
	12. Submit any of the following report reflecting release of goods to the	None	1 hour	Emmanuel N. Moran, RROS AA

	DRMD Head and DROMIC Focal; • Summary Report • Feedback Report • Signed RIS • Delivery Receipt • FNI Augmentation and Delivery Report			
<b>TOTAL</b>		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.*

**\*Assigned Social Workers Per Province**

<b>Name of Social Worker</b>	<b>Province</b>
Jayric Pallado	Agusan del Norte
Angel Bert A. Casimillo	Agusan del Sur and Surigao del Sur District 2
Zandro Rhyme Bañez	Province of Dinagat Islands and Surigao del Sur District 1
Imee Jane Sollano	Surigao del Norte

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Accomplish the <i>Client Satisfaction Survey Form</i> ) from the receiving admin staff of the Section  <b>Disaster Response and Rehabilitation Section</b> Tel. Nos.: (085) 303-8620 loc. 238 <b>Regional Resource Operation Section:</b> Tel. Nos.: (085) 303-8620 loc. 238 E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a>
How feedbacks are processed	Every 1 <sup>st</sup> week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and DRMD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey</i> from the receiving admin staff of the Section

How complaints are processed	Complaints received are consolidated every 30 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p><b>Disaster Response and Rehabilitation Section</b>          3<sup>rd</sup> Floor, Pag-amoma Building,          DSWD Caraga, R. Palma Street,          Barangay Dagohoy, Butuan City          Tel. Nos.: (085) 303-8620 loc. 238          E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p> <p><b>Regional Resource Operation Section</b>          3<sup>rd</sup> Floor, Pag-amoma Building,          DSWD Caraga, R. Palma Street,          Barangay Dagohoy, Butuan City          Tel. Nos.: (085) 303-8620 loc. 238          E-mail: <a href="mailto:drmd.focrg@dswd.gov.ph">drmd.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                  P 5.00 + VAT per call anywhere in the                  Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

# **FINANCIAL MANAGEMENT DIVISION**

## **Frontline Services**



## 1. Processing of BIR Form 2322 (Certificate of Donation)

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

<b>Office or Division:</b>	Accounting Section – Regular Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Processing of Certificate of Donations
<b>Who may avail:</b>	Donors of cash and in-kind donations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic or hard copy of request form for Certificate of Donation (GFMDASRP-RF-0002)	<p>1.1 The Donor may download and print the request form from <a href="https://caraga.dswd.gov.ph/category/downloadables/">https://caraga.dswd.gov.ph/category/downloadables/</a> select Request form for Certificate of Donation;</p> <p>-or-</p> <p>1.2 Personally visit the Accounting Office to fill-up and submit the request form.</p> <p>Schedule of request: Monday – Friday, 9:00 AM – 5:00 PM</p> <p><b>Note: Online requests beyond 5 PM will be responded/acknowledge the following working day.</b></p>
Electronic copy of the supporting documents: 1. Signed and Notarized Deed of Donation; 2. Official receipt for cash donations; or	Requesting Party/Donor

3. Acknowledgement receipt <b>and</b> delivery receipt for Donations in Kind.				
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 <a href="https://caraga.dswd.gov.ph/category/downloads/">https://caraga.dswd.gov.ph/category/downloads/</a> (select Request Form for Certificate of Donation); -or-	None	None	5 minutes-walk-in/email	Donor
1.2 Personally visit the Accounting Office to fill-up and submit the request form	Accounting Office shall issue the request form	None		Mr. Carl Jubert Tambong - Accounting Staff
2.1 Scan the filled-up form and email together with the supporting documents to <a href="mailto:accounting.focrg@dswd.gov.ph">accounting.focrg@dswd.gov.ph</a> ; -or-	For E-mail - The Accounting staff shall acknowledge and review the received documents as to completeness and request for original copy upon claiming.	None		Mr. Carl Jubert Tambong - Accounting Staff

Personally submit the filled-up form together with the supporting documents to Accounting Office.	<p>For Walk-in- The Accounting Staff shall receive and check the completeness of the request form and required supporting documents</p> <p>Note: Only request with complete requirements will be accepted and processed. All requests with incomplete requirements shall be returned to client.</p>			
1. Wait for the acknowledgement receipt through email or ask for the claim stub for walk-in requests with schedule to claim the certificate	<p>The Accounting Staff shall record the details of donation and indicate the schedule of release of BIR Form 2322: Certificate of Donation.</p> <p>Preparation of Certificate of Donation for Signature of the Regional Director or the Authorized Representative</p>	None	<p>6 minutes walk-in/email</p> <p>Schedule: Six <b>(6)</b> days and seven (7) hours</p>	Mr. Carl Jubert Tambong - Accounting Staff
2. Present the following: (Walk in) Claim stub (Email) printed Email of Acknowledgement Receipt and original	The Accounting Staff shall update the status of request for certificate on the	None	10 minutes	Mr. Carl Jubert Tambong - Accounting Staff

copy of supporting documents.	monitoring file. All certificates that are ready for release shall be issued to the requesting party/ies			
3. 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	Mr. Carl Jubert Tambong - 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	Mr. Carl Jubert Tambong - Accounting Staff
	<b>TOTAL</b>		<b>6 days, 7 hours and 30 minutes</b>	

## 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.

<b>Office or Division:</b>	Accounting Division – Regular Program
<b>Classification:</b>	Complex to Highly Technical
<b>Type</b>	Processing of Request for Accounting Certification of Former DSWD Employees

<b>of Transaction:</b>		
<b>Who may avail:</b>	Former employees of the Department; or His/Her authorized representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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  <a href="https://caraga.dswd.gov.ph/category/downloadables/">https://caraga.dswd.gov.ph/category/downloadables/</a> (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><b><i>Note: On-line requests beyond 5 pm will be responded/acknowledge the following working day.</i></b></p>
2. Supporting documents: a. Former DSWD employee must submit: <ul style="list-style-type: none"> <li>• Filled-up request form;</li> <li>• Photocopy of the former employee government-issued ID (1 copy)</li> </ul> b. Authorized representative must submit: <ul style="list-style-type: none"> <li>• Filled-up request form:</li> </ul>		Former DSWD employees of the Department; or His/Her authorized representative

<ul style="list-style-type: none"> <li>• Authorization letter for the representative, if claimed by person other than the former employee;</li> <li>• Photocopy of the former employee government-issued ID and the authorized representative (1 copy)</li> </ul> <p>2.3. Upon claiming of the certification:</p> <ul style="list-style-type: none"> <li>• Claim Stub or Printed Email Acknowledgement Receipt must be presented;</li> <li>• Identification card (ID) of the former employee or authorized representative;</li> <li>• Authorization letter for representative, if claimed by person other than the former employee, together with the photocopy of the latter's ID.</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. The former DSWD employee or his/ she authorized representative may access, download and print the request form (GFMD-ASRP-RF-0001) via <a href="https://caraga.dswd.gov.ph/category/downloadables/">https://caraga.dswd.gov.ph/category/downloadables/</a> (select Request Form for Accounting Certification of the	None	None	5 minutes	Former employees of the Department; or His/Her authorized representatives

<p>Former DSWD Employees); -or-</p> <p>1. B. Personally visit the Accounting Office of Central Office and/or Field Offices and submit the request form</p>	<p><b>Accounting Certifications</b></p> <p>1.1 Cost of Service (COS) worker:</p> <ul style="list-style-type: none"> <li>•Last Cost of Services Processed;</li> </ul> <p>1.2 Permanent, Casual and Contractual employee:</p> <ul style="list-style-type: none"> <li>•Last Salary Processed;</li> <li>•Pag-IBIG Loan Amortization Withheld <u>at mga</u> Remittances;</li> <li>• GSIS Loan Amortization Withheld and Remittances</li> <li>• Philhealth Contribution and Remittances</li> </ul>			<p>Accounting staff</p>
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	(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 (<a href="mailto:accounting.focrg@dswd.gov.ph">accounting.focrg@dswd.gov.ph</a>) or (<a href="mailto:fo_@dswd.gov.ph">fo_@dswd.gov.ph</a> 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><b>Note:</b></p> <p><b>Only request with complete requirements will be accepted and processed. All requests with</b></p>	None	5 minutes	<p>Former employees of the Department; or His/Her authorized representatives</p> <p>Mr. Cathreino Nazarene Chan - Accounting staff</p>



	<b><i>incomplete requirements shall be returned to the client.</i></b>			
3. Wait for the <b>acknowledgement receipt</b> through email or ask for the <b>claim stub</b> for walk-in requests with schedule to claim the certificate	<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	Mr. Cathreino Nazarene Chan - Accounting staff
	Preparation of Certificate for Accounting Certification for former DSWD Employees:	None	6 days and 35 minutes	Mr. Cathreino Nazarene Chan - Accounting staff, Cash and HR-PAD Staff

	<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> <p>The Unit Head shall review the certification and the Head of Accounting shall sign the reviewed certification.</p>			
<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>	<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</p>	None	15 minutes	Mr. Cathreino Nazarene Chan - Accounting staff
5. Accept the requested certificate and sign	The Accounting Staff shall issue and assist the	None	5 minutes	Mr. Cathreino Nazarene Chan -

the logbook for acknowledgement	requesting party to receive and sign in the logbook for acknowledgement of the Certificate for Accounting Certification of Former DSWD Employees.			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	Mr. Cathreino Nazarene Chan - Accounting staff Staff
<b>TOTAL KABUUAN</b>			<b>6 days, 1 hour and 27 minutes</b>	

### FEEDBACK AND COMPLAINTS MECHANISMS

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

# **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

<b>Office or Division:</b>	Human Resource Planning and Performance Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)			
<b>Who may avail:</b>	Person who has concerns and complaints to the Department of Social Welfare and Development received thru 8888 Citizen's Complaint Hotline			
<b>Schedule of Availability of Service</b>	Monday-Friday, 8:00 AM- 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
To process 8888 Citizen's Complaint Hotline Concerns:  2. Referral Letter/Reference number from 8888 Citizen's Complaint Center 3. Client's Information if any (Name, Address, Telephone Number, E-mail Address) 4. Complete details of concern		Agency Operating Center- 8888 Action Center		
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

2. Hotline 8888 client to receive response/action on the concern.	2.1. Designated OBSU, FOs and AA receive, review and send ticket requests to their designated Division/Unit for action  2.2 The Division/Unit act on the concern of the client  2.3 The concerned office to provide a signed official document/proof of action on the ticket request to AOC-DSWD 8888 Action Center	None	71 Hours and 10 Minutes	8888 FO Technical Staff  Designated Division/Unit in DSWD (OBSU/FO/AA)
3. 8888 Citizen's Complaint Center to receive response/ update/ feedback.	3.1 DSWD AOC receive, review and acknowledge the signed official document of responses  3.2 For not concrete and specific response- return the letter to the concerned office and inform them to act on the concern  3.3 For concrete and specific response- request the closure of the ticket to Hotline 8888 Administrator	None	25 Minutes	Technical Staff (AOC- 8888 Action Center)
	4. Update the database and mark it as closed	None	5 Minutes	Technical Staff (AOC- 8888 Action Center)
TOTAL		None	72 Hours	
FEEDBACK AND COMPLAINTS MECHANISM				

<b>How to send feedback?</b>	<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>
<b>How feedback is processed?</b>	<p>Every 19<sup>th</sup> 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 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Anti-Red Tape Authority:</b>  <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u>,        8-478-5093</p> <p><b>Contact Center ng Bayan:</b>        SMS : 0908 881 6565        Call : 165 56</p>



	<p>P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p> <p><b>Presidential Complaint Center:</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>          8888</p> <p><b>Agency Operating Center:</b>  <a href="mailto:aoc@dswd.gov.ph">aoc@dswd.gov.ph</a>          (+02)89318101 Voip. 10212, 10212, 10214, 10206</p> <p>DSWD Caraga, R. Palma Street,          Barangay Dagohoy, Butuan City          Telephone: Tel. Nos.: (085) 342-5619 to 20 loc. 113          Telefax: (085) 815-9173          E-mail: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a>          ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p>
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## 2. ISSUANCE OF COMPLETED CENTRAL OFFICE CLEARANCE CERTIFICATE FROM MONEY, PROPERTY AND LEGAL ACCOUNTABILITIES (CO CLEARANCE) TO SEPARATED OFFICIALS AND EMPLOYEES

A copy of duly accomplished DSWD 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 Office Clearance Certificate may be requested by separated Officials and employees if the Clearance Certificate initially-issued to them was lost, damaged, etc., or the Official/employee was not able to secure the duly-accomplished Clearance Certificate at the time of their separations.

<b>Office or Division:</b>	Personnel Administration Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Transacting Public		
<b>Who may avail:</b>	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.		
<table border="1"> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email /online system 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
1. Fill-out the document request form or send mail/email /online system 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	JC Lee D. Celeste (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 clearance certificate on file.	None	2 days and 4 hours <i>May be extended depending on the number of transactions being handled and the length of service of the client</i>	Daryl Bersano (Records Officer)
	2.2. If there is an extra original copy of the clearance Certificate on file, provide the original copy to the client. If there is only one (1) original copy of the Clearance Certificate on file have it photocopied then put a "Certified True Copy" stamp on it	None		Daryl Bersano (Records Officer)
	2.3. Certifying authority shall certify the copy of the CO clearance	None	2 hours	Maria Rea R. Sampiano, PAS Head or Mary Chill L.

				<i>Momo, HRMDD Chief</i>
3. Inform PAS of preferred method of receiving the original/CTC of the clearance Certificate	3. Inform the client that the original/CTC of his/her 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	10 minutes	JC Lee D. Celeste (incoming/outgoing clerk) or <i>Daryl Bersano (Records Officer)</i>
4.1. If the original/CTC of the 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 Clearance certificate and one (1) CSM accomplishment form	None	1 hour and 30 minutes	<i>Daryl Bersano (Records Officer)</i>
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		<i>Maria Rea R. Sampiano, PAS Head</i>
	4.1.3. Encode tracking details in the applicable document tracking system or thru logs	None		JC Lee D. Celeste (incoming/outgoing clerk)
	4.1.4. Forward the document to the Records Section for courier service	None		JC Lee D. Celeste (incoming/outgoing clerk)
4.2. If the original/CTC of the clearance certificate is for pick-up, proceed to PAD and get the requested document.	4.2.1. Provide one duly signed/CTC of the Clearance to the client and request the client to accomplish the Client Satisfaction Measurement Form	None	10 minutes	JC Lee D. Celeste (incoming/outgoing clerk) or <i>Daryl Bersano (Records Officer)</i>

	to be submitted via dropbox, email or google form.			
<b>TOTAL</b>		<b>No Fees</b>	<b>3 days</b>	May be extended depending on the number of transactions being handled and the length of service of the client

### 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.

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Separated FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email /online system request		PAS Receiving Area Client		
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	1. Receive the Request form and	None	10 minutes	JC Lee D. Celeste (incoming/

form or send mail/email /online system request and submit to PAS together with complete supporting document	requirements and forwards the request to the authorized personnel handling the SR issuances			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	2 days and 4 hours <i>(May be extended depending on the number of transations being handled and the length of service of the client)</i>	<i>Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)</i>
	2.2 Review/Check the Service Card, copy of clearance certificate if available, and other data/information filed at Per 16 as reference	None		<i>Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)</i>
	2.3 Draft or prepare the SR following the standard template	None		<i>Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)</i>
	2.3. Certifying authority sign/initial the SR	None	2 hours	<i>Maria Rea R. Sampiano, PAS Head or Mary Chill L. Momo, HRMDD Chief</i>
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	None	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk)

	*for pick-up proceed to step 4.2 *for courier service proceed to step 4.1			
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 30 minutes	<i>Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)</i>
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		<i>Maria Rea R. Sampiano, PAS Head</i>
	4.1.3. Encode tracking details in the applicable document tracking system or thru logs	None		JC Lee D. Celeste (incoming/ outgoing clerk)
	4.1.4. Forward the document to the Records Section for courier service	None		JC Lee D. Celeste (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	JC Lee D. Celeste (incoming/ outgoing clerk) or <i>Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)</i>
<b>TOTAL</b>		<b>No Fees</b>	<b>3 days</b>	May be extended depending on the number of transactions being handled and the length of service of the client

#### 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.

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	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.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request		PAS Receiving Area Client		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the document request form or send mail/email /online system 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	JC Lee D. Celeste (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	None	2 days and 4 hours <i>May be extended depending on the</i>	Ivy Yecyec (COE Focal)



	Service Card, 201 file / PER 16 as reference.		<i>number of transations being handled and the available required supporting documents to support the issuance of the COE</i>	
	2.2. Draft/Prepare and print the COE	None		<i>Ivy Yecyec (COE Focal)</i>
	2.3. Certifying authority shall sign/initial the COE	None	2 hours	<i>Maria Rea R. Sampiano, PAS Head or Mary Chill L. Momo, HRMDD Chief</i>
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	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or Ivy Yecyec (COE Focal)
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 30 minutes	<i>Ivy Yecyec (COE Focal)</i>
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		<i>Maria Rea R. Sampiano, PAS Head</i>
	4.1.3. Encode tracking details in the applicable document tracking system or thru logs	None		JC Lee D. Celeste (incoming/ outgoing clerk)
	4.1.4. Forward the document to the Records Section for courier service	None		JC Lee D. Celeste (incoming/ outgoing clerk)



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	JC Lee D. Celeste (incoming/ outgoing clerk) or Ivy Yecyec (COE Focal)
<b>TOTAL</b>		<b>No Fees</b>	<b>3 days</b>	May be extended depending on the number of transactions being handled and the availability of the required documents to support the issuance of the COE

## 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.

<b>Office or Division:</b>	Personnel Administration Section				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Transacting Public				
<b>Who may avail:</b>	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.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request</td><td>PAS Receiving Area Client</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request	PAS Receiving Area Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request	PAS Receiving Area Client				

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 /online system 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	5 minutes	JC Lee D. Celeste (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 35 minutes	<i>Irene M. Orbita (Leave Administrator)</i>
	2.2. Certifying authority shall sign/initial the Certificate	None	2 hours	<i>Maria Rea R. Sampiano, PAS Head or Mary Chill L. Momo, HRMDD Chief</i>
3. Inform PAS of preferred method of receiving the	3. Inform the client that the certificate is ready for releasing	None	5 minutes	JC Lee D. Celeste (incoming/

Certificate of LWOP/no LWOP	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			outgoing clerk) or <i>Irene M. Orbita</i> (Leave Administrator)
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 Measurement Form and attach original copy of the Certificate and one (1) CSM accomplishment form	None	1 hour and 5 minutes	<i>Irene M. Orbita</i> (Leave Administrator)
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		<i>Maria Rea R. Sampiano,</i> PAS Head
	4.1.3. Encode tracking details in the applicable document tracking system or thru logs	None		JC Lee D. Celeste (incoming/ outgoing clerk)
	4.1.4. Forward the document to the Records Section for courier service	None		JC Lee D. Celeste (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	JC Lee D. Celeste (incoming/ outgoing clerk) or <i>Irene M. Orbita</i> (Leave Administrator)
<b>TOTAL</b>		<b>No Fees</b>	<b>7 days</b>	May be extended depending on the volume of transactions handled

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<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 to the focal person or the CSMF focal for consolidation.</p>
<b>How feedback is processed?</b>	<p>Every 19<sup>th</sup> day of the month, the CSMF focal of the Section will collect all the CSM forms from the service focal person and make a report out of 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 of the submitted reports from the different Units/ Sections.</p> <p>Every 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 19<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Personnel Administration Section</b>          2<sup>nd</sup> Floor, Pahigayon Building,          DSWD Caraga, R. Palma Street,          Barangay Dagohoy, Butuan City          Telephone: Tel. Nos.: (085) 303-8620 loc. 113          E-mail: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56          P 5.00 + VAT per call anywhere in the</p>

	Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
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## **4Ps DIVISION**

### **Frontline Services**

## 1. GRIEVANCE INTAKE AND RESPONSE

**The Grievance Intake and Response** is the initial phase of the whole Grievance Redress System (GRS) process, which starts from accepting a grievance filed by a client, recording it in the information system, and providing the client an initial response. This Citizens Charter only covers walk-in transactions.

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

<b>Office or Division:</b>	4Ps Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>If 4Ps beneficiary, 4Ps ID;</li> <li>If non-4Ps beneficiary, none.</li> </ul>		Issued by the assigned City/Municipal Link, Community Facilitators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in at the visitors' log book located at the office lobby and present the 4Ps Id if 4Ps beneficiary.	1. Ensure that the client fills out the logbook and direct him/her to the 4Ps Assistance Desk.	None	2 minutes	<i>Guard on duty</i>
2. Proceed to the 4Ps Assistance Desk for verification of identity.	2. Receive the client, inquire what the grievance is all about, and verify the client's identity.  <i>Refer to the Grievance Redress System Sub-Manual for the guidance on the intake of grievances.</i>	None	5 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b>

	2.1 If the client is a beneficiary, check the status of the concerned beneficiary in the Pantawid Pamilya Information System (PPIS).			<i>Social Welfare Assistant</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. Encode the transaction correctly and completely in the Pantawid Pamilya Information System (PPIS).</p> <p><i>For instance when the PPIS is inaccessible, the staff may use GRS Grievance Form to intake the grievance.</i></p> <p>1. Check the supporting documents provided, if available.</p> <p>2. Assess all the data and information available and discuss with the beneficiary the findings and next steps to take.</p> <p>1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p>	None	20 mins.	<p><b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer</p> <p><b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer</p> <p><b>Carla Jade S. Mendoza</b> Social Welfare Assistant</p>



	<p>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> <p>Print and provide a copy of the encoded transaction to the client.</p> <p><i>For instance when the PPIS is inaccessible, the beneficiary will be given an acknowledgement receipt found at the bottom of the grievance form.</i></p>			
4. None	<p>1. Administer the client Satisfaction Measurement Survey Form</p> <p>2. Analyze the data and include it in the Client Satisfaction Measurement Report.</p>	None	5 minutes	<p><b>Frances May T. Ordeniza</b>            PDO II /            Regional            Grievance Officer</p> <p><b>Rey C. Gomez</b>            PDO I / Regional            Grievance            Monitoring Officer</p> <p><b>Carla Jade S. Mendoza</b>            Social Welfare            Assistant</p>
5. Proceed to the exit area for dismissal.	1 Dismiss the client gracefully.	None	1 minute	<p><b>Frances May T. Ordeniza</b>            PDO II /            Regional            Grievance Officer</p>

				<b>Rey C. Gomez</b> <i>PDO I / Regional          Grievance          Monitoring Officer</i>  <b>Carla Jade S. Mendoza</b> <i>Social Welfare          Assistant</i>
6. None	1. Endorse the transaction to the concerned office (Other DSWD Field Office, Provincial /Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the PPIS, reflecting the actions taken by the concerned office within three (3) working days.  (If the transaction was received at the Field Office, the Assigned Officer of the Day shall send an email notification to the Provincial Grievance Officer to inform him/her.)	None	7 hours and 7 minutes	<b>Frances May T. Ordeniza</b> <i>PDO II /          Regional          Grievance Officer</i>  <b>Rey C. Gomez</b> <i>PDO I / Regional          Grievance          Monitoring Officer</i>  <b>Carla Jade S. Mendoza</b> <i>Social Welfare          Assistant</i>
	1.2. Monitor the status of the transaction and check for updates from the concerned office in the PPIS.	None	2 working days	<b>Frances May T. Ordeniza</b> <i>PDO II /          Regional          Grievance Officer</i>  <b>Rey C. Gomez</b> <i>PDO I / Regional          Grievance          Monitoring Officer</i>  <b>Carla Jade S. Mendoza</b>

				<i>Social Welfare Assistant</i>
	1.3. Provide the client an update/ feedback about the status of his / her concern either thru text messaging or phone call.  <i>For instance when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	10 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
	1.4. Update the status of the grievance in the PPIS.	None	10 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
<b>Total if grievance is resolved outright</b>		<b>None</b>	<b>33 minutes</b>	
<b>Total if grievance is referred to OBSU/s for resolution and feedback is provided to the client.</b>		<b>None</b>	<b>3 working days</b>	

## 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.

<b>Office or Division:</b>	4Ps Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Pantawid Pamilya Members and/or Authorized Representative/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Regional Program Management Office (RPMO) – Pantawid Pamilyang Pilipino Program		
Pantawid Pamilya ID		Requester/s or Authorized Representative/s		
<b>Representative</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Complaints Center (PACC) and present the purpose	1. Attending staff to ask the client's purpose  Issue referral slip Direct the client/s to Pantawid Pamilyang Pilipino Program Office	None	2 minutes	<i>PACC Desk Officer and/or clerk</i>
2. Submit the requirements to the attending staff	2. Attending staff to check the requirements based on the checklist 1. Issue Acknowledgement Slip to client once checked  <i>NOTE: Additional documents may be required under special circumstances.</i>	None	3 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer

				<b>Carla Jade S. Mendoza</b> Social Welfare Assistant
3. Interview with the Attending staff / Regional Systems Focal Person/s	Attending Staff conducts interview with the client/s  1. Conduct interview to client/s and records pertinent information 2. Answers further queries, issues or concerns	None	5 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
4. Fill up the Request Form and answer further questions if there is.	Check the details of the clients in the Pantawid Pamilya Information System (PPIS) to determine the membership status of the household. 4.1 Issue acknowledgement slip to client once the accomplished form is processed.	None	10 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
5. Check the correctness of the details/ information reflected in the Certification	Prepares the Certification and facilitates its approval	None	2 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b>

				PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
	1. Approval of the certification		2 minutes	<b>Crislea D. Celeste</b> Project Development Officer V / Division Chief  <b>Jehmymah L. Moscatiles</b> PDO III / Assistant Regional Program Coordinator  <b>Jonas C. Peregrino</b> ITO I / Regional Information Technology Officer
	2 Give to the client the certification once approved		1 minute	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant

6. Accomplish the Client Satisfaction Survey Form	Administer the Client Satisfaction Survey Form to clients	None	5 minutes	<b>Frances May T. Ordeniza</b> PDO II / Regional Grievance Officer  <b>Rey C. Gomez</b> PDO I / Regional Grievance Monitoring Officer  <b>Carla Jade S. Mendoza</b> Social Welfare Assistant
	<b>TOTAL:</b>	None	30 minutes	

## FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Write your feedback on the services provided through the Client's Satisfaction Measurement Form to be provided by our attending Pantawid Pamilya staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfaction Measurement Form to the attending Pantawid Pamilya staff for consolidation.
How feedback is processed?	<p>Every 20<sup>th</sup> to 25<sup>th</sup> day of the month, the assigned staff consolidates all accomplished Client's Satisfaction Measurement Forms within the Division and results are reviewed by the Division Chief. Approved monthly consolidation is submitted to the Human Resource and Management Division for further review and consolidation in the regional level.</p> <p>Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the complainant three (3) working days after the receipt of the feedback.</p>
How to file complaints?	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>Complaints can also be filed via Pantawid Hotline (09693270254) or e-mail (<a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a>) with the following information:</p> <ul style="list-style-type: none"> <li>• Name of Complainant</li> <li>• Address</li> <li>• Name of Person/Entity being complained</li> <li>• Issue/Concern</li> <li>• Evidence</li> </ul>
How complaints are processed?	<p>Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.</p>
Contact Information	<p>For Pantawid Pamilyang Pilipino Program concerns, you may contact:          Pantawid Hotline - 09693270254          Pantawid e-mail address – <a href="mailto:pantawid.focrg@dswd.gov.ph">pantawid.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>



# **PROMOTIVE SERVICES DIVISION**

## **Frontline Services**

## 1. REFERRAL MANAGEMENT PROCESS for SLP-RPMO

The Regional Program Management Office (RPMO) provides the final and full implementation of the Referral Management Process. The Sustainable Livelihood Program – Referral Management Unit, serves as an avenue to the poor, marginalized, vulnerable, and the less fortunate individuals, who wanted to use their capacity and strength in the building-up themselves to achieve a better way of living.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance and Referral Management			
	Regional Office/ Field Offices			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C Government to Citizens			
	G2G Government to Government			
<b>Who may avail:</b>	All qualified program participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out SLP Profile Form-for Walk-in Clients		DSWD FO Caraga, SLP RPMO, Lumilihok Building, R.Palma St. Butuan City, Agusan del Norte		
Referral/endorsement letter from OBSUs, NGA's, NGOs				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in Clients	1.1 Explain to and request the client to sign or place his/her thumb mark on the Data Privacy Act (DPA) of 2012  Brief orientation on the SLP Processes  <i>Note: For referral SLP, NPMO, PCC, 8888, OP and other institutions, proceed 1.4</i>	None	10 minutes	<b>Regional Program Management Office (RPMO)*</b> or <b>Field Project Development Officer (FPDO)*</b>
2. Administration of SLP Profile Form and Issuance of Walk-in Clients Slip	2.1 Fill-out the SLP Profile Form  Request the client to register in the Walk-In Clients Logbook	None	20 minutes	<b>RPMO* or FPDO*</b>  Walk-in Client/s
	2.2 Issue SLP Walk-In Client Slip to walk-in client; certify that client appeared at the SLP RPMO  <i>Note: Request the client to fill up the Client Satisfaction Measurement Report Form in the provision of technical assistance and orientation as initial intervention.</i>	None	20 minutes	<b>RPMO* or FPDO*</b>

	3.1 Assess/validate the receive walk-in and referrals from SLP NPMO, PCC, 8888, OP and other institutions.	None	1 day	<b>Charmine A. Verano</b> PDO II/Regional Referral Focal
	4.1 Data encoding of client's profile in the SLP Referral Management System (SLP RMS)	None	20 minutes	<b>Charmine A. Verano</b> PDO II/Regional Referral Focal  and  <b>Heinz B. Claros</b> Administrative Assistant II
	5.1 Provides list of names for name matching to Listahanan- NHTU and Pantawid Database  <i>Note: Provided that there are enough staff/personnel to administer the name matching both at the SLP RPMO and NHTU and Pantawid</i>	None	Pantawid (1 day)  Non-pantawid (2 days)	<b>Cherry Mae P. Tulfo</b> PDO II/Regional Monitoring and Evaluation for Operation (RMEO)
	6.1 Endorse to Provincial Offices for appropriate action	None	1 hour	<b>Charmine A. Verano</b> PDO II/Regional Referral Focal
	6.2 Inform the client/s on the result of the Listahanan Name Matching  a. If client is eligible proceed to 2.0 b. c. If no match-NHTU to conduct HAF or SLP Means Test  b.1 Conduct home visitation for administration of HAF.  b.2 Administer SLP Means Test  c. If non-poor refer to other institution  <i>Note: Field Offices with Island Municipality/ies or Geographically Isolated and Disadvantaged Areas (GIDA), validation may exceed the</i>	None	1 day	FPDO*

	<i>prescribed timeline due to distance and travel time.</i>			
	6.3 Administration of Livelihood Assessment Form (LAF)  If eligible proceed to 2.0.  If not eligible refer to other institution	None	1 day	FPDO*  <b>Reino D. Alampayan</b> PDO II- Government/Private Sector Partnership Officer
	7.1 Qualified individuals will undergo the following stages:  a) Conduct Capacity Building  b) Provides results on the conducted Sustainable Livelihood Analysis (SLA), and SWOT analysis  c) Track Selection Client/s will show their interest, strength and weaknesses, so that they can identify the best TRACK for them.  d) Conduct of Micro – Enterprise Development Training (MD) or Basic Employment Skills Training.	None	3 days and 5 hours	FPDO*
	8.1 Prepares and submit the Modality Application form and the Mungkahing Proyekto.	None		Program Participants
	8.2 Review and assess the project proposal  <i>Note: The succeeding SLP processes will be subjected to availability of Funds.</i>	None	1 day	<b>Provincial Coordinator (PC)*</b>  <b>Charmine A. Verano</b> PDO II/Regional Referral Focal  Regional Review Committee (RRC):  <b>Aileen B. Molia</b> PDO II/ Regional Monitoring and Evaluation for Finance (RMEF)  <b>Cherry Mae P. Tulfo</b>

				PDO II/ Regional Monitoring and Evaluation for Operation (RMEO)  <b>Reino D. Alampayan</b> PDO II- Government/Private Sector Partnership Officer
	9.1 Prepare approved project proposals for fund processing  <i>The proposal has been approved by the RD, then forwarded to FMD</i>	None	2 days	<b>Aileen B. Molia</b> PDO II/ Regional Monitoring and Evaluation for Finance (RMEF)
	9.2 Prepare Obligation Report.	None	2 days	<b>Ryan V. Piamonte</b> Budget Officer/ <b>Maryjo A. Moran</b> AO II/Budget Assistant
	9.3 Prepare/process voucher	None	3 days	<b>Gretchen F. Escala</b> Accountant/ <b>Joana Tejano</b>  AA II/Accounting Clerk
	9.4 Monitor the issuance of the approved check for disbursement	None	1 day	<b>Ma.Gennette B. Marban</b> Regional Cashier/ <b>Ma.Divina A. Pios</b>  AA II/Cash Clerk
	9.5 Notify the program participants for the release of the check.  <i>Note: Subject to available means of communication to inform the client (text, email, call, visit)</i>	None	1 day	FPDO*
	9.6 Release of livelihood assistance grants.	None	1 day	<b>Ma.Gennette B. Marban</b> Regional Cashier
<b>TOTAL</b>		<b>None</b>	<b>19 days, 7 hours and 10 minutes</b>	

**\*Regional Program Management Office Staff (RPMO Staff)**

Name	Position	Designation
ALMACEN, GEMARK M.	PDO II	Information Technology Officer
ALAMPAYAN, REINO D.	PDO II	Government/Private Sector Partnership Officer (G/PSPO)

CABUSAO, REYNARD ROI E.	PDO II	Special Projects Focal
CLAROS, HEINZ B.	AA II	CLERK - DCOS DCON
CRIZALDO, RODEL V.	PDO III	Special Concerns Coordinator
FERNANDEZ, ALONA JANE E.	AA II	Clerk-Personnel Concerns Support
JALIQUE, SHERWIN THROY P.	AAide IV	Clerk - Special Projects Support
LUSTERIO, SUGARIEL F.	CDA III	Clerk-Logistic & Property Support
MAHINAY, JOSEFINA T.	PDO II	Training Officer
MIRANDA, NAPOLEON S.	AA II	Clerk - SLP Regular Support
MOLIA, AILEEN B.	PDO II	Regional Monitoring & Evaluation Officer for Finance (RMEF)
PANIMDIM, JIMS PATRICK L.	AA II	Clerk - TE/RSO/TO Support
PARAJES, KAREN M.	AAide IV	General Clerk-Logistic & Supplies Support
SOLON, MARY JOY C.	PDO II	Admin Concerns Focal
TULFO, CHERRY MAE P.	PDO II	Regional Monitoring & Evaluation Officer for Operations (RMEO)
VERANO, CHARMINE A.	PDO II	Referral & Grievance Focal

**\*Assigned Field Project Development Officer (FPDO) per City/Municipality**

Name	Position	Designation	Province	Official Station/Municipality	Other Area of Assignment
MACAWILI, LOVELYN A.	PDO II	Implementing PDO	Agusan del Norte	Buenavista	Las Nieves, Carmen & Nasipit
PRADO, DARRYL P.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Buenavista	Nasipit
BATANGOSO, KIM LORENZ C.	PDO II	Monitoring PDO	Agusan del Norte	Butuan City	
MACAPAYAD, JAYVEE BRYAN Z.	PDO II	Implementing PDO	Agusan del Norte	Butuan City	RTR & Magallanes
NATONTON, ROLDAN A.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	Las Nieves
PAZ, SHERWIN ROLAND R.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	
MOMO, ANALIZA G.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Cabadbaran City	

MAGALLANES, ADONIS I.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Jabonga	Santiago & Kitcharao
SARSALE, ANGELO A.	PDO II	Implementing PDO	Agusan del Norte	Jabonga	Kitcharao & Alegria, SDN
TABINAS, NORSID R.	PDO II	Monitoring PDO	Agusan del Norte	Nasipit	Carmen
MONATO, AIRON JAMES C.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Carmen, Nasipit, Buenavista, RTR, Cabadbaran, Magallanes, Tubay & Santiago
PERIL JAY-ANN M.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Province of Agusan del Norte
REGASPI, MA. ESTRELLA S.	PDO II	Implementing PDO	Agusan del Norte	Tubay	Santiago, Cabadbaran City, Jabonga & Kitcharao
VELARDE, ROXANNE D.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Tubay	RTR
MADELO, JEMIMA A.	PDO II	Monitoring PDO	Agusan del Sur	Bayugan City	
PANDI, JIJA ROSE O.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Bunawan	Province of Agusan del Sur
VALMORIA, JOHN PAUL G.	PDO II	Implementing PDO	Agusan del Sur	Esperanza	
PACATANG, FRANCIS MARK A.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	La Paz	Province of Agusan del Sur
HURBODA, RIZA MAE P.	PDO II	Implementing PDO	Agusan del Sur	Loreto	La Paz
NATONIO, CRISTINA B.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Prosperidad	Trento
LAPUZ, SHENNA MAY B.	PDO II	Implementing PDO	Agusan del Sur	Rosario	San Francisco & Prosperidad
LOFRANCO, EMMANUEL A.	PDO II	Monitoring PDO	Agusan del Sur	San Francisco	Prosperidad
VERGA, DONNA P.	PDO II	Implementing PDO	Agusan del Sur	San Luis	
PELONG, ADELMA	PDO II	Implementing PDO	Agusan del Sur	Sibagat	Bayugan City
SITCHON, ERICSON M.	PDO II	Implementing PDO	Agusan del Sur	Sta. Josefa	Veruela & Bunawan

PANTILLO, NORA P.	PDO II	Implementing PDO	Agusan del Sur	Talacogon	
MARBAN, GLENNET MARBEL	PDO II	Implementing PDO	Agusan del Sur	Veruela	La Paz & Bunawan
ELEJERAN, MA. THERESA O.	PDO II	Implementing/Monitorin g PDO	Province of Dinagat Island	Cagdianao	Dinagat & San Jose
CARMEN, NESTOR F.	PDO II	Implementing/Monitorin g PDO	Province of Dinagat Island	Libjo	Tubajon & Loreto
ALIDON, LEO MAR M.	PDO II	Implementing/Monitorin g PDO	Province of Dinagat Island	San Jose	Basilisa
DESPI, HERBERT D.	PDO II	Implementing PDO	Surigao del Norte (Mainland )	Alegria	Mainit
JORTA, JONEL C.	PDO II	Implementing PDO	Surigao del Norte (Mainland )	Claver	
AGAD, CONCEPCION P.	PDO II	Implementing PDO	Surigao del Norte (Mainland )	Mainit	Placer, Bacuag & Tubod
IDEA, JONEL L.	PDO II	Implementing PDO	Surigao del Norte (Mainland )	Placer	Gigaquit & Claver
DOMINGUITO , JONATHAN B.	PDO II	Implementing/Monitorin g PDO	Surigao del Norte (Mainland )	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
JAYME, RONILO Y.	PDO II	Implementing PDO	Surigao del Norte (Mainland )	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
LORZANO, FRANCES JUNE G.	PDO II	Monitoring PDO	Surigao del Norte (Mainland )	San Francisco	Malimono, Sison & Surigao City
CORTEZ, GLENN MICHAEL B.	PDO II	Implementing PDO	Surigao del Norte (Mainland )	Surigao City	San Francisco (Anao-aon) & Malimono
BACLAYON, ERALYN C.	PDO II	Monitoring PDO	Surigao del Norte (Mainland )	Tubod	Alegria, Placer, Taganaan, Mainit & Surigao City



CANGCO, JR. REYNALDO F.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Siargao)	Dapa	Burgos, Pilar, San Isidro & Socorro
AGBON, IAN JUNE L.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Siargao)	Del Carmen	General Luna, San Benito & Sta. Monica
ABISIA, JHONAS A.	PDO II	Monitoring PDO	Surigao del Norte (Siargao)	Sta. Monica	Dapa, Del Carmen, San Benito & General Luna
BAUTISTA, JANINE LUCILLE M.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Bayabas	Marihatag & San Miguel
TIMOGAN, RUBEN PAUL T.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cagwait	Marihatag & Bayabas
LAURENTE, ANJAY B.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Madrid
TICAR, KIMBERLY	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Lanuza
MONTERO, JOSE LEE P.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Carmen	Cortes, Madrid, Lanuza & Cantilan
LUPANGO, IAN N.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cortes	Lanuza
ARTIZA, DOREEN G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Marihatag	Cagwait
DEL ROSARIO, DANICA B.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Provincial Operations Office, Tandag City, Cluster 1	Cluster 1, Surigao del Sur
COLETO, CARLA MAE A.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Tago	Tandag City, San Miguel & Cagwait
CAMACHO, BLESSANDE P.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Tandag City	Marihatag & San Miguel
RENDON, GEOFIL L.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Tandag City	San Miguel & Tago
BOTER, MECHELL C.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	

REYES, MARY JOY T.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	Hinatuan, Tagbina, San Agustin & Tandag City
SAMINADO, ROLANDO G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	San Agustin, Lianga & Tagbina
ROMOROSA, ARIEL G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Bislig City	Lingig
LIGAO, JIZA MARY L.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Hinatuan	Bislig, Lianga & Tagbina
SALAZAR, SYRA JANE L.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Lianga	San Agustin
PINEDA, JOHNHEL B.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	San Agustin	

**\* Assigned Provincial Coordinators**

Complete Name	Position	Designation	Other Area of Assignment
BAJAO, ALVIN A	PDO II	Provincial Coordinator	Province of Agusan del Sur
ONG, SALVE C.	PDO II	Provincial Coordinator	Province of Agusan del Norte
BETONIO, JHUNREY A.	PDO II	Provincial Coordinator	Province of Surigao del Norte (Mainland)
DUGLAS, JOE MARK L.	PDO II	Provincial Coordinator	Siargao Island, Surigao del Norte,
TANJAY, MONINA A.	PDO II	Provincial Coordinator	Cluster 1, Surigao del Sur
BUCONG, BRYAN F.	PDO II	Provincial Coordinator	District 2, Surigao del Sur
SEMPORIOS, JR. ANTONIO P.	PDO II	Provincial Coordinator	Province of Dinagat Islands

## 2. Grievance Management Process for SLP-RPMO

The Grievance Management Process for 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.

<b>Office or Division:</b>	Sustainable Livelihood Program – Grievance and Referral Management Unit (GRMU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C Government to Citizen G2G Government to Government			
<b>Who may file:</b>	All DSWD FOs, DSWD OBSUs, other Agencies/Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-up SLP Grievance Form-for walk-in clients 2. Grievance/complaint received from OBSUs, NGAs, NGOs, concerned citizen, social media and others 3. Supporting documents		DSWD FO Caraga, SLP RPMO, Lumilihok Building, R.Palma St. Butuan City, Agusan del Norte		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE</b>
1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888, Citizens Complaint Hotline, and other institutions	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	<b>Charmine A. Verano</b> PDO II/Grievance Management Officer (GMO)
2. Fill-out the SLP Grievance Intake Form.	2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook	None	10 minutes	<b>Charmine A. Verano</b> PDO II/GMO  Complainant
3.Fill-out CSMF	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	None	20 Minutes	<b>Charmine A. Verano</b> PDO II/GMO  Complainant

	4. Grievances are assessed and sorted based on the validity/gravity.  Ensure accomplished forms.  Prepare letter of acknowledgement.  Encoding to Database	None	30 minutes	<b>Renante G. Abendanio</b> PDO III/Regional Program Coordinator  <b>Charmine A. Verano</b> PDO II/GMO
	<b>4.1 Non-Cognizable Grievance</b> (Simple Transactions)  The Non-Cognizable (invalid) grievance does not require verification  The GRMO will provide Technical Assistance, simple explanation, and orientation on program implementation.  <i>Note: For Cognizable Grievance, proceed to 5</i>		1-3 Working Days	<b>Charmine A. Verano</b> PDO II/GMO
	<b>5. For Cognizable Grievance-Minor Grievance</b> (Complex Transactions)  Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.  The result of the verification shall be the basis for the resolution of the grievance.  Proceed to conduct action No. 9 if the result did not escalate to major grievance	None	7 Working Days	<b>Charmine A. Verano</b> PDO II/GMO  PC, IPDO, MPDO*
	<b>For Cognizable Grievance-Major Grievance</b> (Highly Technical Transactions)  The SLP Regional Grievance Management Committee shall convene to manage and decide the resolution of the grievance.	None	20 Working Days	<b>SLP Regional Grievance Management Committee (RGMC)</b> (See list of SLP RGMC)

	<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>			
	7. The Fact finding team shall conduct field visit for assessment/ validation and investigation and other duties and responsibilities under GMP	None	4 – Working Days	<b>SLP RGMC*</b>
	8. Data gathered and other essential information, reasons/factors that trigger the filing of grievance shall be part of the feedback	None	4-13 Working Days	<b>Fact Finding Team*</b>
	9. Provide recommendation and decision or be endorse to concerned OBSUs towards the resolution of the grievance	None	1 Working Day	<b>SLP RGMC*</b>
	10. Provide feedback to the complainant on the action taken	None	1 Working Day	<b>Charmine A. Verano</b> PDO II/GMO
	11. The SLP RGMC may endorse unresolved grievances to the DSWD FO Regional Grievance Committee for resolution	None	1 - 4 Working Days (FO RGC)	<b>SLP RGMC*</b>
	12. SLP RGMC gathered information/documentation for submission and endorsement to Management (FO RGMC/AG-AC/RD)		1 Working Day	<b>Charmine A. Verano</b> PDO II/GMO
	13. SLP RGMC gathered information/documentation for submission to the Office of the Secretary	None		FO RGMC/ AG-AC/ Management

	<i>Note: If the filed grievance is not against high-ranking officials, proceed to 18</i>			
	<p>14. SLP RGMC gathered information/documentation submitted shall be processed based on the existing guidelines</p> <p><i>Note: If the filed grievance is not graft and corruption, proceed to 18</i></p>	None		FO RGMC/ AG-AC/ Management
	<p>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</p> <p>LGU Employees - Endorse to the Local Government Unit – Local Chief Executives</p> <p>LGU Officials – Endorse to Civil Service Commission</p> <p><i>Note: If the filed grievance is not against LGU Officials and Employess, proceed to 18</i></p>	None		FO RGMC/ AG-AC/ Management
	<p>16. SLP RGMC gathered information/documentation in the form of Grievance Management Report for submission to the Regional Director for action.</p> <p>The DSWD Central Office or Field Office lawsuits against the stakeholder</p> <p><i>Note: If the filed grievance is not against Stakeholder, proceed to 18</i></p>	None		FO RGMC/ AG-AC/ Management
	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.	None		FO RGMC/ AG-AC/ Management

	<i>Note: If the filed grievance is not against SLP Staff, proceed to 18</i>			
	18. Issuance of Resolution based on the decision by the authority	None	1 Working Day	<b>Charmine A. Verano</b> PDO II/GMO
	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  <i>Note: Proceed to 9 if not process appeal</i>	None	1 Working Day	<b>Charmine A. Verano</b> PDO II/GMO
	20. Continuously monitors the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	None	1 Working Day	<b>Charmine A. Verano</b> PDO II/GMO
<b>TOTAL</b>		<b>None</b>	<b>43 days, 1 hour &amp; 10 minutes</b> <b>57 days, 1 hour &amp; 10 minutes</b>	

#### Provincial Management Office (PMO) Level

CLIENT STEPS	AGENCY ACTION	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. 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>	Not applicable	10. minutes	<b>Provincial Grievance Management Officer (PGMO)*</b>

2. Fill-out the SLP Grievance Intake Form.	2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook	Not applicable	10. minutes	<b>PGMO*</b>  Complainant
3.Fill-out CSMF	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	Not applicable	20 Minutes	<b>PGMO*</b>  Complainant
	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	Not applicable	30 minutes	<b>PGMO*</b>
	5.Non-Cognizable Grievance (Simple Transactions)  The PGMO will provide Technical Assistance, simple explanation, and orientation on program implementation.  <i>Note: For Cognizable Grievance, proceed to 5</i>	Not applicable	1-3 Working Days	<b>PGMO*</b>



	6. All major grievances are endorsed to RPMO  <i>Note: If Minor Grievance, proceed to 7</i>	Not applicable	1 Working Day	<b>PGMO*</b>
	7. Gathering of data and other essential information in order to determine the reasons/factors that trigger the filing of grievance.	Not applicable	4-13 Working Days	<b>PGMO*</b>
	8. The Data gathered and essential information will be part of the endorsed documents to RPMO.	Not applicable	1 Working Day	<b>PGMO*</b>
	9. Provide feedback to the complainant on the action taken	Not applicable	1 Working Day	<b>PGMO*</b>
	10. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are properly executed and followed by the involved persons/parties.	Not applicable	1 Working Day	<b>PGMO*</b>
<b>TOTAL</b>		<b>None</b>	<b>9 days, 1 hour and 10 minutes 19 days, 1 hour and 10 minutes</b>	

**SLP Municipal Level**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
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1. Receiving Grievance referred/endorsed from Field Offices, OBSUs, NGAs, NGOs, CSOs, 8888, Citizens Complaint Hotline, and other institutions	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 and other stakeholders, LGUs, proceed to 4.	Not applicable	11 minutes	<b>Field Project Development Officer (FPDO)*</b>
2. Fill-out the SLP Grievance Intake Form.	2. Fill-out the SLP Grievance Intake Form.  Request the complainant to register in the Walk-in Complainant Logbook	Not applicable	11 minutes	<b>FPDO*</b>  Complainant
3.Fill-out CSMF	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	Not applicable	20 Minutes	<b>FPDO*</b>  Complainant
	4. Grievances are assessed (e.g. involvement of PDO) and sorted based on the validity/gravity.  Ensure accomplished forms.	Not applicable	30 minutes	<b>Provincial Grievance Management Officer (PGMO)*</b>

	Prepare letter of acknowledgment.			
	Encoding to Database			
	5. Non-Cognizable Grievance (Simple Transactions)  The FPDO will provide Technical Assistance, simple explanation, and orientation on program implementation.  <i>Note: For Cognizable Grievance, proceed to 6</i>	Not applicable	3 Working Days	<b>PGMO*</b>
	6. All major grievances are endorsed to RPMO  <i>Note: If Minor Grievance, proceed to 7</i>	Not applicable	1 Working Day	<b>PGMO*</b>
	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	Not applicable	1 Working Day	<b>PGMO*</b>  <b>FPDO*</b>
	8. Provide feedback to the complainant on the action taken	Not applicable	1 Working Day	<b>PGMO*</b>
	9. Continuously monitor the status of newly resolved grievances to ensure that recommendations provided are	Not applicable	1 Working Day	<b>Provincial Coordinator (PC)*</b>  <b>FPDO*</b>

	properly executed and followed by the involved persons/parties.			
<b>TOTAL</b>		<b>None</b>	<b>7 days, 1 hour and 12 minutes</b>	

**\*Assigned Field Project Development Officers (FPDOs)**

Name	Position	Designation	Province	Official Station/Municipality	Other Area of Assignment
MACAWILI, LOVELYN A.	PDO II	Implementing PDO	Agusan del Norte	Buenavista	Las Nieves, Carmen & Nasipit
PRADO, DARRYL P.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Buenavista	Nasipit
BATANGOSO, KIM LORENZ C.	PDO II	Monitoring PDO	Agusan del Norte	Butuan City	
MACAPAYAD, JAYVEE BRYAN Z.	PDO II	Implementing PDO	Agusan del Norte	Butuan City	RTR & Magallanes
NATONTON, ROLDAN A.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	Las Nieves
PAZ, SHERWIN ROLAND R.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Butuan City	
MOMO, ANALIZA G.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Cabadbaran City	
MAGALLANES, ADONIS I.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Jabonga	Santiago & Kitcharao
SARSALE, ANGELO A.	PDO II	Implementing PDO	Agusan del Norte	Jabonga	Kitcharao & Alegria, SDN
TABINAS, NORSID R.	PDO II	Monitoring PDO	Agusan del Norte	Nasipit	Carmen
MONATO, AIRON JAMES C.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Carmen, Nasipit, Buenavista, RTR, Cabadbaran, Magallanes, Tubay & Santiago
PERIL JAY-ANN M.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Provincial Operations Office, Butuan City	Province of Agusan del Norte
REGASPI, MA. ESTRELLA S.	PDO II	Implementing PDO	Agusan del Norte	Tubay	Santiago, Cabadbaran City, Jabonga & Kitcharao
VELARDE, ROXANNE D.	PDO II	Implementing/Monitoring PDO	Agusan del Norte	Tubay	RTR
MADELO, JEMIMA A.	PDO II	Monitoring PDO	Agusan del Sur	Bayugan City	
PANDI, JIJA ROSE O.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Bunawan	Province of Agusan del Sur

VALMORIA, JOHN PAUL G.	PDO II	Implementing PDO	Agusan del Sur	Esperanza	
PACATANG, FRANCIS MARK A.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	La Paz	Province of Agusan del Sur
HURBODA, RIZA MAE P.	PDO II	Implementing PDO	Agusan del Sur	Loreto	La Paz
NATONIO, CRISTINA B.	PDO II	Implementing/Monitoring PDO	Agusan del Sur	Prosperidad	Trento
LAPUZ, SHENNA MAY B.	PDO II	Implementing PDO	Agusan del Sur	Rosario	San Francisco & Prosperidad
LOFRANCO, EMMANUEL A.	PDO II	Monitoring PDO	Agusan del Sur	San Francisco	Prosperidad
VERGA, DONNA P.	PDO II	Implementing PDO	Agusan del Sur	San Luis	
PELONG, ADELMA	PDO II	Implementing PDO	Agusan del Sur	Sibagat	Bayugan City
SITCHON, ERICSON M.	PDO II	Implementing PDO	Agusan del Sur	Sta. Josefa	Veruela & Bunawan
PANTILLO, NORA P.	PDO II	Implementing PDO	Agusan del Sur	Talacogon	
MARBAN, GLENNET MARBEL	PDO II	Implementing PDO	Agusan del Sur	Veruela	La Paz & Bunawan
ELEJERAN, MA. THERESA O.	PDO II	Implementing/Monitoring PDO	Province of Dinagat Island	Cagdianao	Dinagat & San Jose
CARMEN, NESTOR F.	PDO II	Implementing/Monitoring PDO	Province of Dinagat Island	Libjo	Tubajon & Loreto
ALIDON, LEO MAR M.	PDO II	Implementing/Monitoring PDO	Province of Dinagat Island	San Jose	Basilisa
DESPI, HERBERT D.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Alegria	Mainit
JORTA, JONEL C.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Claver	
AGAD, CONCEPCION P.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Mainit	Placer, Bacuag & Tubod
IDEA, JONEL L.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Placer	Gigaquit & Claver
DOMINGUITO, JONATHAN B.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Mainland)	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)

JAYME, RONILO Y.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Provincial Operations Office, Surigao City	Province of Surigao del Norte (Mainland)
LORZANO, FRANCES JUNE G.	PDO II	Monitoring PDO	Surigao del Norte (Mainland)	San Francisco	Malimono, Sison & Surigao City
CORTEZ, GLENN MICHAEL B.	PDO II	Implementing PDO	Surigao del Norte (Mainland)	Surigao City	San Francisco (Anao-aon) & Malimono
BACLAYON, ERALYN C.	PDO II	Monitoring PDO	Surigao del Norte (Mainland)	Tubod	Alegria, Placer, Taganaan, Mainit & Surigao City
CANGCO, JR. REYNALDO F.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Siargao)	Dapa	Burgos, Pilar, San Isidro & Socorro
AGBON, IAN JUNE L.	PDO II	Implementing/Monitoring PDO	Surigao del Norte (Siargao)	Del Carmen	General Luna, San Benito & Sta. Monica
ABISIA, JHONAS A.	PDO II	Monitoring PDO	Surigao del Norte (Siargao)	Sta. Monica	Dapa, Del Carmen, San Benito & General Luna
BAUTISTA, JANINE LUCILLE M.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Bayabas	Marihatag & San Miguel
TIMOGAN, RUBEN PAUL T.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cagwait	Marihatag & Bayabas
LAURENTE, ANJAY B.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Madrid
TICAR, KIMBERLY	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cantilan	Carrascal & Lanuza
MONTERO, JOSE LEE P.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Carmen	Cortes, Madrid, Lanuza & Cantilan
LUPANGO, IAN N.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Cortes	Lanuza
ARTIZA, DOREEN G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Marihatag	Cagwait
DEL ROSARIO, DANICA B.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Provincial Operations Office, Tandag City, Cluster 1	Cluster 1, Surigao del Sur
COLETO, CARLA MAE A.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Tago	Tandag City, San Miguel & Cagwait

CAMACHO, BLESSANDE P.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 1)	Tandag City	Marihatag & San Miguel
RENDON, GEOFIL L.	PDO II	Implementing PDO	Surigao del Sur (Cluster 1)	Tandag City	San Miguel & Tago
BOTER, MECHELL C.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	
REYES, MARY JOY T.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	Hinatuan, Tagbina, San Agustin & Tandag City
SAMINADO, ROLANDO G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Barobo	San Agustin, Lianga & Tagbina
ROMOROSA, ARIEL G.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Bislig City	Lingig
LIGAO, JIZA MARY L.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Hinatuan	Bislig, Lianga & Tagbina
SALAZAR, SYRA JANE L.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	Lianga	San Agustin
PINEDA, JOHNHEL B.	PDO II	Implementing/Monitoring PDO	Surigao del Sur (Cluster 2)	San Agustin	

**\*Assigned Provincial Coordinators**

Name	Position	Designation	Province
ONG, SALVE C.	PDO II	Provincial Coordinator	Agusan del Norte
BAJAO, ALVIN A.	PDO II	Provincial Coordinator	Agusan del Sur
SEMPORIOS, JR. ANTONIO P.	PDO II	Provincial Coordinator	Province of Dinagat Island
BETONIO, JHUNREY A.	PDO II	Provincial Coordinator	Surigao del Norte (Mainland)
DUGLAS, JOE MARK L.	PDO II	Provincial Coordinator	Surigao del Norte (Siargao)
TANJAY, MONINA A.	PDO II	Provincial Coordinator	Surigao del Sur (Cluster 1)
BUCONG, BRYAN F.	PDO II	Provincial Coordinator	Surigao del Sur (Cluster 2)

**\*Assigned Provincial Grievance Management Officer**

Complete Name	Position	Designation	Province
SARUCAM, RODEL L.	PDO II	Provincial Monitoring & Evaluation Officer	Agusan del Norte
ENOC, DANDRIB D.	PDO II	Provincial Monitoring & Evaluation Officer	Agusan del Sur
GARBO, JACEL C.	PDO II	Provincial Monitoring & Evaluation Officer	Province of Dinagat Island

PACILLOS, AGNES S.	PDO II	Provincial Monitoring & Evaluation Officer	Surigao del Norte
DELA FUENTE, CORINAH B.	PDO II	Provincial Monitoring & Evaluation Officer	Surigao del Sur (Cluster 1)
PEÑAROYO, ARJAY	PDO II	Provincial Monitoring & Evaluation Officer	Surigao del Sur (Cluster 2)

**\*SLP-Regional Grievance Management Committee (RGMC)**

NAME	Designation	SLP-RGMC Position
JEAN PAUL S. PARAJES, RSW, MSSW	Assistant Regional Director for Operation	SLP RGMC Head
RENANTE G. ABENDANIO	SLP -Regional Program Coordinator	SLP RGMC Member
CHARMINE A. VERANO	SLP-Regional Grievance Officer	SLP RGMC Member

**\*Fact Finding Team**

NAME	Designation
REYNARD ROI E. CABUSAO	PDO II/Special Projects Focal
JOSEFINA T. MAHINAY	PDO II/Training Officer/IP Focal
CHARMINE A. VERANO	PDO II/Referral & Grievance Focal

## FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Write your feedback on the services provided through the Client's Satisfaction Measurement Form to be provided by our attending SLP staff. A space is provided for you to write further comments. Return the fully accomplished Client's Satisfaction Measurement Form to the attending staff for consolidation.
How feedback is processed?	Every 20 <sup>th</sup> to 25 <sup>th</sup> day of the month, the assigned staff consolidates all accomplished Client's Satisfaction Measurement Forms within the Division and results are reviewed by the Division Chief. Approved monthly consolidation is submitted to the Human Resource and Management Division for further review and consolidation in the regional level.  Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the complainant three (3) working days after the receipt of the feedback.
How to file complaints?	Citizen with complaints relative to SLP 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.
How complaints	Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and



are processed?	<p>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><b>SLP – RPMO</b>          Email Address: <a href="mailto:livelihoodcrg@dswd.gov.ph">livelihoodcrg@dswd.gov.ph</a>          Contact Number: (+63) 950-302-2688</p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56                  P 5.00 + VAT per call anywhere in the                  Philippines via PLDT landlines          Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>          Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

# **OFFICE OF THE REGIONAL DIRECTOR**

## **Frontline Services**

# 1. TECHNICAL ASSISTANCE ON SOCIAL TECHNOLOGY

## BUREAU (STB) DEVELOPED PROGRAMS AND PROJECTS

Refers to the provision of technical assistance on concerns relative to the on-going and completed social technology programs and projects of the Social Technology Bureau (STB). The process starts with the receipt of the request from Local Government Units or other intermediaries until the actual provision of technical assistance in the form of meetings, orientation and capability building activities through face-to-face and online platforms. This includes the requests for data, information, social marketing materials, and other knowledge products on Social Welfare and Development (SWD) programs and projects designed, under pilot-testing or on-going implementation, and completed by the STB for adoption / replication by stakeholders.

<b>Office or Division:</b>	DSWD-Field Office Social Technology Unit (STU)			
<b>Classification</b>	Highly Technical			
<b>Types of Transaction:</b>	G2G – Government to Government G2C - Government to Citizens			
<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), and academe			
CHECKLIST OF REQUIREMENTS		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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Send the request for Technical Assistance to the Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU).	1) Receive and record the request.	None	2 hours	Designated Staff: Gaia Maglasang

None	<p>2) Prepare, check, and send response to the request, and conduct the Technical Assistance.</p> <p>2.1.) If the request is for sharing data, information and knowledge product:</p> <p>a. If available in the website, include the link from the STB website or FO website.</p> <p>b. 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>c. If not compliant with the Data Privacy Act and DSWD Research Protocol, inform the requesting</p>	None	2 days	<p>DSWD-Field Office Caraga Social Technology Unit Staff:</p> <ul style="list-style-type: none"> <li>• Cristal Urot (<i>STU Head</i>)</li> <li>• Gaia Maglasang</li> <li>• Jovy Dela Cruz</li> </ul>
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	<p>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) for appropriate action.</p> <p>2.2.) If the request involves conduct of actual technical assistance activity including orientation and capability building activities, either via face-to-face or online means:</p> <ul style="list-style-type: none"> <li>a) Coordinate with the requesting party.</li> <li>b) Confirm the provision of technical assistance.</li> <li>c) Prepare necessary logistical needs (plane ticket if face to face).</li> <li>d) Prepare technical documents.</li> <li>e) Conduct the technical assistance.</li> </ul>		10 days	
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2) Accomplish the Client Satisfaction Survey (CSS).	3) Administer/Monitor/ Follow-up Client Satisfaction Survey (CSS).	None	30 minutes	Technical Staff: <ul style="list-style-type: none"> <li>Jovy Dela Cruz</li> <li>Gaia Maglasang</li> </ul>
<b>TOTAL If the Technical Assistance is sharing data, information and knowledge product</b>		None	<b>2 days, 2 hours and 30 minutes</b>	
<b>TOTAL If the request involves conduct of actual technical assistance activity</b>		None	<b>10 days, 2 hours and 30 minutes</b>	

## 2) TECHNICAL ASSISTANCE ON PROGRAM / PROJECT DEVELOPMENT OR ENHANCEMENT

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

<b>Office or Division:</b>	DSWD-Field Office - Social Technology Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail?:</b>	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Request Letter			From the requesting DSWD Field Office, LGU, NGO, or NGA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1.) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU).	1) Receive and record the request.	None	2 hours	Designated Staff: Gaia Maglasang
None	2.) Prepare, review, and send response to the requesting party.	None	2 days	DSWD-Field Office Caraga Social Technology Unit Staff:  <ul style="list-style-type: none"> <li>• Cristal Urot (STU Head)</li> <li>• Gaia Maglasang</li> <li>• Jovy Dela Cruz</li> </ul>
None	3) If the request involves physical or online Technical Assistance Session such as conduct of meeting, orientation and capability building activity, either via face-to-face or online means as agreed with the requesting party and prepare the following:  a.) Activity flow b.) Powerpoint presentation c.) Attendance Sheet	None	10 days	DSWD-Field Office Caraga Social Technology Unit Staff:  <ul style="list-style-type: none"> <li>• Cristal Urot (STU Head)</li> <li>• Gaia Maglasang</li> <li>• Jovy Dela Cruz</li> </ul>

	d.) Other logistical requirements			
2.) Answer the Client Satisfaction Survey (CSS)	4.) Administer/  Follow-up the completion of Client Satisfaction Survey immediately after the completion of provision of technical assistance	None	30 minutes	Technical Staff:  <ul style="list-style-type: none"> <li>Jovy Dela Cruz</li> <li>Gaia Maglasang</li> </ul>
<b>TOTAL If the Technical Assistance requested may be provided via official communications,</b>	If without physical/online Technical Assistance Session	None	2 days  2 hours  30 minutes	
<b>TOTAL If the request involves conduct of actual technical assistance activity</b>	If with physical/online Technical Assistance Session	None	10 days  2 hours  30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or complaints	<p>After provision of every Service, the Attending Action Officer or STB Staff / Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed form as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box of the Social Technology Bureau / Social Technology Unit (STU) if applicable.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> <li>- For verbal feedbacks: Customer may call Social Technology Bureau or Field Office Landlines listed under Name of Offices</li> <li>- For written feedbacks/complaints: Customer may email of the STB or concerned Field Office listed</li> </ul>
How feedbacks are processed	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis to the gathered data and complaints received through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall</p>



	<p>also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FOs to the Committee on Anti Red Tape every 5th day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement result <i>and data analysis report, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</i></p> <p>The Bureau / Regional Director shall forward to the STB/STU all feedback/complaints requiring answers. The Concerned STB/STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the STB and 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"> <li>• Formal channel: Email addressed to Bureau / Regional Director via (please use as subject "Complaint")</li> <li>• Informal channels: through phone calls to concerned listed below:</li> <li>• Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau.</li> </ul> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> <li>- Staff/Person/s Involved</li> <li>- Incident and other facts</li> <li>- Evidence</li> </ul>

<p>How complaints are processed</p>	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau/Field Office. 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/Regional 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 <a href="mailto:soctech@dswd.gov.ph">soctech@dswd.gov.ph</a>.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>        8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        before CSC (Civil Service Commission)-        0908-881-6565</p>

# **PROTECTIVE SERVICES DIVISION**

## **Frontline Services**

## 1. Social Welfare Services to Returned Overseas Filipinos and Their Families and Relatives in the Philippines at the Regional and Local Levels

The ISSO, though the focus of its services is at the foreign posts, is also concerned and working on facilitating the family and community reintegration of returned OFs through referral to concerned FOs that mobilized local entities special the LGUs for the same purpose. To facilitate all these, the ISSO Central Office provided staff augmentation support to all DSWD field Offices by hiring SWO II per region to focus on facilitating the delivery of needed social services to said clientele at the regional and local level.

In support to the effort of ensuring and maintaining high level of competencies in effective and efficient service delivery, this SOP at the regional level has been established for adoption of all FOs.

<b>Office or Division:</b>	DSWD Field Office (ISS FO Focal Persons)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Returned Distressed Undocumented Overseas Filipinos and their Families Relatives in the Philippines at the Regional and Local Levels

IECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A photocopy of Passport/Travel Doc. (when necessary)/Govt.'s issues ID 2. A photocopy of Medical Records including Medical Certificate (when necessary) 3. Original/photocopy of Referral Letter (when applicable) 4. Barangay Indigency Certificate 5. Filled out intake and Crisis Intervention Forms	<ul style="list-style-type: none"> <li>• Client</li> <li>• Client/Hospital/Clinic</li> <li>• Client/SWAtt/LGU/CO, and other concerned agencies/entities</li> <li>• Barangay Hall</li> <li>• FO/provincial Sub-Office</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
<b>FIELD OFFICE SERVICE DELIVERY (ISS FOCAL PERSONS)</b>				
1. Received /Initial Contact with Client	1. Initial contact.  1. With security guard on duty (walk-in/ referred) for service sequence number.	None	2 Minutes	Security Guard or Desk Officer of the Day (Public Assistance and Complaint Desk Unit or PACDU)
2. Intake Interview and Screening	2. Intake Interview and Screening	None	20 Minutes	<b>Reysthy Gundaya</b> , SWO II/Alternate Focal Person OR <b>Raffy C. Vigil</b> , SWO IV/ISS Focal
3. Case Assessment	3. Assessment 3.1. Problem identification 3.2. Intervention Identification 3.3. Identification of appropriate DSWD Office, partner agencies, and concerned entities that can be tapped for case referral	None	5 Minutes	<b>Reysthy Gundaya</b> , SWO II/Alternate Focal Person OR <b>Raffy C. Vigil</b> , SWO IV/ISS Focal

4. Service Delivery	4. Service Delivery  4.1. ISSAFP direct services - psychosocial, airport assistance, and referral to other agencies) 4.2. Other unit/service using their established SOPs	None	20 Minutes	<b>Reysthy Gundaya, SWO</b> II/Alternate Focal Person OR <b>Raffy C. Vigil, SWO</b> IV/ISS Focal and Concerned unit/service
5. Administration of CSMF	5. Administration of CSMF and analysis.	None	5 Minutes	<b>Reysthy Gundaya, SWO</b> II/Alternate Focal Person OR <b>Raffy C. Vigil, SWO</b> IV/ISS Focal
6. Inclusion to Clients Profile	6. When there is no need for further assistance:  <ul style="list-style-type: none"> <li>• Case closure in case it was assessed that there is no need for further assistance/ intervention</li> <li>• Administration of CSMF</li> <li>• Encode the details of the ROF to FO profile of clients</li> </ul>	None	3 Minutes	<b>Reysthy Gundaya, SWO</b> II/Alternate Focal Person OR <b>Raffy C. Vigil, SWO</b> IV/ISS Focal
7. Monitoring and Feedbacking	7. Monitoring, and feedbacking to referring parties/ agencies/entities.	None	20 Minutes	<b>Reysthy Gundaya, SWO</b> II/Alternate Focal Person OR <b>Raffy C. Vigil, SWO</b> IV/ISS Focal
8. Fills out CSMF	8. Administration of CSMF.	None	3 Minutes	Client

	9. Inclusion to clients' profile	None	3 Minutes	<b>Raffy C. Vigil, SWO IV/ISSO FO Focal</b>
	10. Monitoring, and Feedbacking to referring parties/agencies/entities.	None	20 Minutes	<b>Raffy C. Vigil, SWO IV/ISSO FO Focal</b>
	11. Case Closure	None		<b>Raffy C. Vigil, SWO IV/ISSO FO Focal</b>
<b>Total</b>	<b>7 Steps</b>	<b>None</b>	<b>75 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Concerned citizen to send letter/email to: <a href="mailto:issoinquiries@gmail.com">issoinquiries@gmail.com</a>
How feedbacks are processed	A designated staff will immediately act on the feedback, which shall immediately be sent to the sender within 72 working hours.
How to file a complaint	Concerned citizen to send letter/email to: <a href="mailto:issoinquiries@gmail.com">issoinquiries@gmail.com</a>
How complaints are processed	A designated staff will immediately act on the complaint. Feedback shall immediately be sent to the complainant within 72 working hours.
Contact Information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            before CSC (Civil Service Commission)-            0908-881-6565</p>

Directory of SWAtts and ISS Field Office Focal Persons		
Office	Address	Contact Information
Social Welfare Attaché Office in <b>PCG- Dubai, UAE</b>	Al Qusais 3 Dubai, United Arab Emirates P.O. Box 94778	Mobile No.: +971-566356505  Email: jybacwaden@dswd.gov.ph
Social Welfare Attaché Office in <b>PCG- Hong Kong</b>	Fourteenth Floor, United Centre 95 Queensway, Admiralty Hong Kong	WhatsApp: +852 9887 4669 Office No: +852 2823 8537  Email: ljvillanueva@dswd.gov.ph
Social Welfare Attaché Office in <b>PCG- Jeddah, KSA</b>	4663 Fajr Street, Al Rehab District 6, Jeddah, KSA	Mobile No.: +966 054 9017782 Office No.: 050-9295339  Email: swatt.pcgjeddah@gmail.com
Social Welfare Attaché Office in <b>PE- Kuwait</b>	Bldg. 133, Street 304, Block 3, Street 304 Sabah Al Salem Area, State of Kuwait	Mobile/ WhatsApp/Viber: +96550380346  Roaming: +639162285735/ +639284015013  Email: cjmutia@dswd.gov.ph
Social Welfare Attaché Office in <b>PE- Malaysia</b>	No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia	Mobile No.: +601123851662  Email: aemendoza@dswd.gov.ph
Social Welfare Attaché Office in <b>PE- Riyadh, KSA</b>	Diplomatic Quarter, Alradaef St, As Safarat, Riyadh KSA	Mobile No.: +966 55 799 1428  Email: swato.riyadhksa@dswd.gov.ph
Social Welfare Attaché Office in <b>PE- Qatar</b>	Jelaiah Area, Zone 68, St.860, P.O. Box 24900, Doha, State of Qatar P.O. Box No. 24900	Vodafone: 974-70437972 Ooredoo : 974-50292533  Email: pvpanganiban@dswd.gov.ph
International Social Services Office (ISSO) Central Office	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	9318101 local 322 or 323  Email: isso@dswd.gov.ph



DSWD Central Office	Batasan Pambansa Complex, Batasan Rd, Quezon City, 1100 Metro Manila	9318101
DSWD Central Office - 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

## 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.

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

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

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

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

The Regional Director or Authorized Representative				
3. Photocopy Foster Placement Authority	Applicant			
4. Photocopy of Foster Care License of the Family	Applicant			
5. DSWD Certification of the CDCLAA except those under Kinship Care	DSWD			
6. Return Ticket	Applicant			
<b>Minors Under Legal Guardianship</b>				
1. Certified True Copy of the Court Order on Legal Guardianship	Court			
<b>Minors whose parents are Seafarers</b>				
1. Certification from the Manning Agency attesting to the parents employment	Manning Agency			
2. Photocopy of Seaman's Book of the parent/s	Applicant			
<b>Minors with alleged missing parent/s</b>				
1. SCSR from the LSWDO where the alleged missing parent's last known address	Local Social Welfare and Development Office (LSWDO)			
2. Blotter Report from either Local Police or Barangay Certification from the locality of the last known address of the alleged missing parent	Local Police or Barangay of the alleged missing parent/s last known address			
3. One (1) Returned registered mail to the last known address of the alleged missing parent	Applicant			
<b>Within the Day Transaction</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Registration	1.Issuance of Service Sequence Number and CSS Form  2.Encoding of the client's	None	5 minutes	Officer of the Day

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	<p>Counselling 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>		<p>5 minutes</p> <p>10 minutes</p>	<p>Aranas. SWO V Rhiza L. Abing</p> <p>Pearly Jaspy Merontos</p> <p>Rhiza L. Abing</p> <p>Pearly Jaspy Merontos</p>
<p>5.Payment of:</p> <p>Php. 300.00 for 1 year validity;</p> <p>Php.600.00 for 2 years validity</p>	<p>5.1 Issues Order of Payment/ Billing Statement</p> <p>5.2 Issues Official Receipt to the Applicant on the Payment Received</p> <p>5.3 Issuance of Clain Stub schedule of release <b>(Minimum of 1 day processing of 3 days processing)</b></p>	<p>Php. 300.00 for 1 year validity;</p> <p>Php 600.00 For 2 years validity</p>	<p>3 minutes</p>	<p>Genette Marban Cashier</p> <p>Rhiza L. Abing</p> <p>Pearly Jaspy Merontos</p>
<p>6. Issuance of the Travel Clearance /Exemption Certificate</p>	<p>6.1 Encodes/Type the details of the Applicant to the</p>	<p>None</p>	<p>10 minutes</p>	<p>Rhiza L. Abing</p>

	Travel Clearance Certificate  6.2 Signs/Approves the application or Certificate of Exemption for exempted applicants as requested by client.		5 Minutes	Pearly Jaspy Merontos  Mari-Flor A. Dollaga-Libang Regional Director
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.	7.1 Releases the Travel Clearance Certificate to the Applicant/Certificate to the Applicant/ Certificate of Exemption/ Receipt of the Filled up CSMR Form.	None	5 Minutes	Rhiza L. Abing  Pearly Jaspy Merontos
<b>TOTAL</b>		<b>P 300-600.00</b>	<b>1 hour and 18 minutes</b>	

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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Client will provide feedback through Client Satisfactory Measurement Report (CSMR) after the release of Blue Card/ Exempted Certificate
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 <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a> / <a href="mailto:mta.focrg@dswd.gov.ph">mta.focrg@dswd.gov.ph</a>  DSWD Caraga XIII R. Palma St, Dagohoy, Butuan City Tel. No. 085-303-8620
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 Tel. No. 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 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 Tel. No. 085-303-8620
Contact information	Through Tel. No. 085-303-8620 Email. Address: <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a>  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

### 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.

<b>Office or Division:</b>	Protective Services Division
<b>Classification:</b>	Simple/Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who May Avail:</b>	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	
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. <b>Persons with disabilities or family member seek assistance</b>	For walk in clients, social worker/PWD focal person to conduct a brief interview and assessment on the	None	5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person

	<p>needs of the persons with disabilities. General intake sheet is prepared by the social worker/focal person.</p> <p>After interview and assessment, the 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><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p>
<b>2. Client submits the documentary requirements</b>	<p>Social worker/focal person will screen the documents for authenticity.</p> <p>If incomplete, social worker/focal person 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>	None	<p>5 minutes</p> <p>5 minutes</p> <p>20 minutes</p>	<p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b></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>20 minutes</p> <p>3-5 working days</p>	<p>SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p>
<b>3. Client to claim the assistance</b>	<p>For wheelchairs, crutches, walker and canes, social worker/focal person to release the approved gate pass or RIS. Social 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>	None	<p>5 minutes</p> <p>5-7 working days upon approval.</p>	<p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p>
<b>TOTAL:</b>			<p>For wheelchairs, walkers, crutches, single canes, quad canes = <b>1 hour and 9 minutes</b></p> <p>For hearing aid and prosthesis = <b>3-7 working days</b></p>	

**B.**

<b>Office or Division:</b>	Protective Services Division			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2G-Government to Government/NGOs			
<b>Who May Avail:</b>	Persons with Disabilities who are in need of assistive devices			
<b>FOR GROUP APPLICATION FOR ASSISTIVE DEVICES</b>				
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. LGUs/NGOs submit list of persons with disabilities in need of assistive devices together with documentary requirements.</b>	Social worker/focal person to screen and review the submitted documents for authenticity.	None	2 hours	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	If incomplete, social worker/focal person will explain to the referring party the need to complete the documents.		5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
	If complete, social worker/focal person will		5 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person

	<p>review the documents submitted.</p> <p>After screening, the social worker/focal person will prepare the voucher and ORS for approval.</p> <p>The check is prepared for advise an signature of cashier and Regional Director.</p>		<p>20 minutes</p> <p>1-2 working days</p>	<p><b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person</p> <p><b>MA. GENETTE MARBAN</b> Cashier</p>
<b>2. Coordination with LGUs/NGOs on the release of the assistance</b>	Coordination on the release of the assistance to the concerned referring agency or group.	None	10 minutes	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
<b>3. LGU/NGO to receive the assistance</b>	The release of the assistance will be done through check payable to service provider.	None	Depending on the availability of the assistive devices	<b>MORIAH P. TAMBURA</b> SWO II/Persons with Disabilities Focal Person
<b>TOTAL:</b>			<b>1-2 working days and 40 minutes (Depending on the availability of the assistive devices)</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Client Satisfaction Survey/Feedback

How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey/Feedback
How complaint is processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	ARTA : complaints@arta.gov.ph PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

#### 4.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 the 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.

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

1. One (1) Any valid identification card of the client/ person to be interviewed; <b>and</b>	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"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
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.
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#### MEDICAL ASSISTANCE FOR HOSPITAL BILL

1. One (1) Any valid identification card of the client/ person to be interviewed; <b>and</b>	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"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
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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: <b>and</b>	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"> <li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
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.
<b>MEDICAL ASSISTANCE FOR LABORATORY REQUESTS</b>	
1. One (1) Any valid identification card of the client/ person to be interviewed, <b>and</b>	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"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
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; <b>and</b>	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"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / true copy certified)	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"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Registered Death Certificate/ Certification from the Tribal Chieftain (Original / true copy certified)	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 Indigency or Certificate of the client is in need of assistance may be required	From the Barangay where the client is presently residing.
<b>EDUCATIONAL ASSISTANCE</b>	
1. One (1) Validated School ID and Valid I.D of the Parent/guardian; <b>and</b>	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"> <li>• SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
2. Enrolment Assessment Form or Certificate of Enrolment 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; <b>and</b>	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"> <li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
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;	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"> <li>SSS/GSIS/UMID, Philhealth, LTO, PRC, OWWA, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
Depending on the circumstances:	Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.
a. <b>For Fire Victims:</b> Police Report	Bureau of Fire Protection Report from the Bureau of Fire
b. <b>For Distressed OFs:</b> Passport, Travel Document/s, certification from OWWA or the Barangay	OWWA, BLGU

c. <b>For Rescued Client:</b> Certification from a social worker or Case manager from rescued clients	Social Worker / Case manager
d. <b>For victims of Online Sexual Exploitation:</b> Police Blotter and social worker's certification for the victims of online sexual exploitation of children	PNP, Social worker
e. <b>For Locally stranded individuals (LSI):</b> 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.	Client /PNP

<b>For all other incidents:</b>  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.	From the Barangay where the client is presently residing.
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#### PROVISION OF PPE

1. One (1) Any valid Government Issued I.D	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"> <li>SSS/GSIS/UMID, Philhealth, Driver's License, PRC ID, OWWA ID, iDOLE, PAG-IBIG, COMELEC or Voter's Certification, PNP, Senior Citizen, Airman License, Postal, ePassport NBI, and Barangay ID, Philippine National ID or any government issued ID with validity date</li> </ul>
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
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1. Start	1.2 Issuance of queuing number, and facilitating the filling-out of the Health Declaration Form to clients	None	3 minutes	Guard-on-duty
<ul style="list-style-type: none"> <li>Entrance of the client to the CIU holding area asking for queuing number and Health Declaration form.</li> </ul>				
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.	None	5 minutes	Marie Bryan Prado, Marchan Udtohan, Esau Gian Berador, Sheena Mae Casinillo, Dan Lemuel Tioaquen
	<ul style="list-style-type: none"> <li>If the documents are complete; the client will be interviewed and assessed.</li> </ul>	None		
	<ul style="list-style-type: none"> <li>If the documents are incomplete, the Social Welfare Officer will request the client to comply, secure and complete the lacking documents.</li> </ul>	None		
	2.2 Encoding of the client and beneficiary's information and family's composition in CRIMS	None	5 minutes	

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 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>	None	20 minutes	Nova Dagooc Josefina Aligado Sheryl Ann Disucatan Aljen Manilag Trisha Samantha Suyo Roy Pendejito Sheila Jean Busico Rena Pearl Dagani Princess Paola Martizano Manelyn Prado Chona Balingit Danessa Mulato Kaye Navarro Christian Silverio Goldy Mae Carillero Jay Frederick Mamontayao Jonathea Baloca Regie Mae Tagud Jenerose Vista
	3.3 The type of assistance and its value will be determined by the Social Worker as per assessment of the client's socio- economic situation as well as documents presented.	None	5 minutes	Kristle Jane Ramos Leo Jane Temporada Ben Amer Guro Dianne Margeux mala
	3.4 The assessment and recommendation of the Social Worker shall be reviewed awaiting for concurrence, approval, or other instructions.	None	5 minutes	Christine Clanza April Joy Rayon Princess Gay Ursaiz Kristine Ellen Ngaso
	3.5 The recommended amount once Reviewed with concurrence, will be approved.	None	5 minutes	Roma Maico Tubil, Sherwin Jovita
	*If there are revisions or corrections or justification needed, the Social Worker will be informed for further instructions.			



4. Release of Assistance	4.1 <b>CIS</b>	None	10 minutes	Fejen Cajeppe, Joy Montalban, Angela Jane Palen, Lenbie May Comandante
	1. <b>a. Cash out right (Php 10,000 and below)</b>			
	a. The CIS Admin Staff will photocopy the documents. b. The CIU Admin Staff will accompany the client to the FMD–Cash Section.			
	4.2.b <b>Guarantee Letter addressed to the Service Provider Php 50,000.00 below)</b>	None	10 minutes	Fejen Cajeppe, Joy Montalban, Angela Jane Palen, Lenbie May Comandante
	a. Social Worker will prepare the guarantee letter b. CIU Admin staff will encode the Guarantee Letter to EDTMS c. CIS Head will Review and Approve the GL.			
	* If there are revisions or corrections or justification needed, the Social Worker will be instructed to reprocess the request of assistance.			
	4.1. c If approved, the Administrative Staff will release the Guarantee Letter to the client			Rhea Fabe, Twinamae Maul
<b>TOTAL</b>		<b>58 minutes both for cash outright and GL (up to P50,000)</b>		

GUARANTEE LETTER WITHIN 1 to 7 DAYS TRANSACTIONS				
<ul style="list-style-type: none"> <li>Guarantee Letter addressed to the Service Provider Php50,001.00 up to Php 75,000</li> </ul>	4.3.a Reviewed and approved by the Approving Officer.	<b>None</b>	2 working days	Jessie Catherine B. Aranas, SWO V PSD CHIEF

<ul style="list-style-type: none"> <li>Guarantee Letter addressed to the Service Provider Php75,001 up to Php 100,000</li> </ul>	4.3.b Reviewed and approved by the Approving Officer.	<b>None</b>	4 working days	Jean Paul Parajes/ ARDO /Atty. Faizal Padate ARDA
<ul style="list-style-type: none"> <li>Guarantee Letter addressed to the Service Provider Php100,001 up to Php 150,000</li> </ul>	4.3.c Reviewed and approved by the Approving Officer.	<b>None</b>	7 working days	Mari-Flor A. Dollaga-Libang
<ul style="list-style-type: none"> <li>Guarantee Letter addressed to the Service Provider Php150,000 above</li> </ul>	4.3.d Reviewed and approved by the Approving Officer.	<b>None</b>	Within the set timeline by the Office of the Secretary	Sec. Erwin T. Tulfo
	<ul style="list-style-type: none"> <li>CIU Admin Staff will text/call the client to claim the approved GL</li> <li>Client will present the Identification Card and or Authorization Letter of authorized representative to the staff assigned</li> </ul>	<b>None</b>	5 minutes	Sarah May Galido, Rheza Janiola, Raya Crystal Repullo
<b>TOTAL</b>		<b>None</b>	<b>1 to 7 working days</b>	

#### FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	The client and referring party could express their feedback through a Satisfaction Survey Form upon entry at the Crisis Intervention Unit (CIU). The client shall be provided to the client after they were assessed and 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	<p>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</p> <p>A complaint may be filed through any of the established modalities:</p> <ul style="list-style-type: none"> <li>- a telephone call (085-342-56-19) or</li> <li>• Crisis Intervention Hotline number</li> <li>• electronic email (<a href="mailto:cis.focrg@dswd.gov.ph">cis.focrg@dswd.gov.ph</a>)</li> <li>• personal appearance (walk-in clients) through satisfaction Survey Form</li> <li>- letters addressed to the Director IV, <b>MARI-FLOR A. DOLLAGA-LIBANG</b> through our Chief Protective Services Division, <b>Jessie Catherine B. Aranas</b>, Ms. <b>Ana T. Semacio</b>, <b>SWO III</b>, Unit Head of Crisis Intervention Section.</li> <li>• through 8888 Citizen's Complaint Center</li> </ul>
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: <a href="mailto:cis.focrg@dswd.gov.ph">cis.focrg@dswd.gov.ph</a>; Tel No. 085-342-56-19 local 103</p>
Contact Information of ARTA, PCC and CCB	<p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>  SMS : 0908 881 6565  Call : 165 56  P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines  Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>  Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 5.Implementation of the Supplementary Feeding Program

The enactment of the Republic Act 11037 or he Masustansyang Pagkain Para sa Batang Pilipino Act institutionalized the implementation of the Supplementary Feeding Program which is the provision of food on top of the regular meals to children ages 2-4 years old enrolled in Supervised Neighborhood Play (SNP) , 3-4 years old children enrolled in the Child Development Centers (CDC) and 5 years old not enrolled in DepED but is enrolled in the CDCs

<b>Office or Division:</b>	Program Management Bureau – Sectoral Programs Division
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Memorandum of Agreement (MOA or Memorandum of Understanding (MOU)		Local Government Unit (Office of the Mayor/ C/MSWDO)		
2. Certified True Copy of Sangguniang Bayan resolution		Local Government Unit (Office of the Mayor/ C/MSWDO)		
3. Duly signed Proposal		C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
4. Masterlist of Beneficiaries (Form 2.A)		C/MSWDO ( Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)		
5. Masterlist of Child Development Centers (Form 2.B)		Local Government Unit (C/MSWDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Social Preparation for the Implementation of SFP (LGU to Field Office</b>				
1. LGU to submit the required documents for the program inclusion per Day Care Centers/Supervised Neighborhood Play	1.1 Receive and review the completeness of the documents submitted	None	3 days	<b>(Ms. Caselyn B. Curay)</b>  DSWD Field Office Staff AA-II
	1.2 Process the submitted documents for inclusion in the program beneficiaries	None	20 days	<b>(Ms. Ma. Lea R. Alegarbes)</b>  DSWD Field Office * SFP Focal Person  ND-II-  <b>Ms. Shaira Lou T. Pomicpic</b>

	1.3 Consolidate all the submitted masterlist with nutritional status for submission of monthly report to Central Office	None	20 days	<b>Ms. Shaira Lou T. Pomicpic</b>  DSWD Field Office  ND-II-
	1.4 Keeps the document for data banking and comparison on the succeeding nutritional status/improvement of the children beneficiaries	None		<b>(Ms. Caselyn B. Curay)</b>  DSWD Field Office Staff AA-II
2. Comply with the necessary signatures/actions needed for the processing of the documents.	2.A Facilitate signing and notarization of Memorandum of Understanding (MOU) between LGU and DSWD FO	None	20 days	<b>Jessie Catherine B. Aranas</b>  DSWD Field Office PSD Chief  <b>Mari Flor A. Dollaga-Libang</b>  DSWD Field Office Regional Director
	2.A.1 Proceed with the processing of the procurement of commodities	None	20 days	<b>Ma. Lea R. Alegarbes</b>  SFP Focal Person  <b>Jean Paul S. Parajes</b>  BAC Chairperson  <b>Dave C. Calo</b>  BAC Head Secretariat
	2.B If TOF is allowed, review eligibility of LGU based on previous performances in program implementation and timely and complete liquidation	None	20 days	<b>Alfonso L. Pnimdim</b>  SFP AO-II
	2.B.1 If LGU is eligible, facilitate signing and notarization of Memorandum of Agreement (MOA)	None	20 days	<b>Ma. Lea R. Alegarbes</b>  SFP Focal Person  <b>Jessie Catherine B.</b>

	between LGU and DSWD FO			<b>Aranas</b> PSD Chief <b>Gretchen F. Escala</b> Regional accountant <b>Jean Paul S. Parajes</b> ARDO <b>Atty Faizal A. Padate</b> ARDA
	2.B.2 Facilitate Processing and Distribution of available Checs/ADA for LGU	None	20 days	Geneatte B. Marban Cash Disbursing Officer
3. LGU to participate to the program orientation	3.1 Conduct program orientation/updates and reiterates necessary documents , proper accomplishment, and signatories for submission to the Field Office	None	1 day/LGU/Province	<b>Ma. Lea R. Alegarbes</b> SFP Focal Person <b>Ms. Shaira Lou T. Pomicpic</b> ND-II <b>Alfonso L. Pnimdim</b> SFP AO-II
	<b>Total</b>	<b>None</b>	<b>144 days</b>	
<b>II. Creation of Cycle Menu and Supervision of Feeding Implementation</b>				
1. Assist in the Market Research	1.1 Conducts market research of the most common and available food items in the community	None	7 days	<b>Melodie B. Gullarte</b> PDO-I, ADN <b>Nhor Aina S. Macaindig</b> PDO-I, ADS <b>Sheila Mae R.Obedencia</b> PDO-I, SDN <b>Gleana A. Capatoy</b> PDO-I, PDI <b>Nice E. Selpa</b>

				ND/PDO-I, SDS Cluster 1  <b>Jeneath A. Cinco</b>  PDO-I, SDS Cluster 2
Participation in the creation of the cycle menu	1 Solicit recommendation with LSWDOs/focal persons on the menu preference per province  2.1a In times of covid-19 pandemic and other similar emergencies, virtual meetings with provinces with capacity on network connections/gadgets  2.1b Drafts two-four-week cycle menu based on the market research conducted, budget and agreed Menu preference of the focal persons per province following 1/3 PDRI requirements of the children beneficiaries and/or DOST-FNRI Pinggang Pinoy Kids	None	1 day/province	<b>Ma. Lea R. Alegarbes</b>  SFP Focal Person  <b>Ms. Shaira Lou T. Pomicpic</b>  ND-II
3. Finalization of the Cycle Menu	3.1 Submits the draft cycle menu for the approval of the SFP Focal None  3.2 Approves the cycle menu for the allocation in the purchase request.  3.3 Prepares the food distribution plan per municipality, provinces, as basis in the allocation in the purchase request	None	4 hours   4 hours   4 hours	<b>Ma. Lea R. Alegarbes</b>  SFP Focal Person  <b>Ms. Shaira Lou T. Pomicpic</b>  ND-II
4. Implement the approved cycle menu	4.1 Distributes copy of the menu to the LGU DFP Focal Person for	None	20 days	<b>Melodie B. Gullarte</b>  PDO-I, ADN

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	technical assis			<b>R.Obedencia</b> PDO-I, SDN <b>Gleana A. Capatoy</b> PDO-I, PDI <b>Nice E. Selpa</b> ND/PDO-I, SDS Cluster 1 <b>Jeneath A. Cinco</b> PDO-I, SDS Cluster 2
	6.2 The FO will consolidate and evaluate the submitted reports of the LGUs for endorsement to Central Office	None	20 days	<b>Ma. Lea R. Alegarbes</b> SFP Focal Person <b>Ms. Shaira Lou T. Pomicpic</b> ND-II <b>Alfonso L. Pnimdim</b> SFP AO-II
<b>III. Monitoring and Evaluation (Field Office to Local Government Unit)</b>				
1.Coordinate with the Field Office for Technical assistance	1.1 Prepare the monitoring and technical assistance plan for the implementation of the current SFP cycle based on the result of the program review submitted by the LGUs. 1.1a FO may also conduct spot checks to assess and monitor the implementation 1.1b Notifies the Local Government on the schedule of the visit and/or virtual provision of technical assistance 1.1c Prepares the Travel Order and/or virtual link for the	None	7 days  3 days/LGU  1 day  1 day	<b>Melodie B. Gullarte</b> PDO-I, ADN <b>Nhor Aina S. Macaindig</b> PDO-I, ADS <b>Sheila Mae R.Obedencia</b> PDO-I, SDN <b>Gleana A. Capatoy</b> PDO-I, PDI <b>Nice E. Selpa</b> ND/PDO-I, SDS Cluster 1 <b>Jeneath A. Cinco</b> PDO-I, SDS Cluster 2

	technical assistance			
	1.2.Provides technical assistancethrough either demo, actual observation of the procedure and/or virtual provision of technicalassistance ensuring LGUs compliance to EODB-ARTA requirements such as the SFP guidelines, among others	NONE	7 DAYS	<b>Melodie B. Gullarte</b> PDO-I, ADN <b>Nhor Aina S. Macaindig</b> PDO-I, ADS <b>Sheila Mae R.Obedencia</b> PDO-I, SDN <b>Gleana A. Capatoy</b> PDO-I, PDI <b>Nice E. Selpa</b> ND/PDO-I, SDS Cluster 1 <b>Jeneath A. Cinco</b> PDO-I, SDS Cluster 2
2.Provide feedback, issues and concerns on the SFP implementation	2.1 Discuss the salient findings and recommendations to the Local Chief Executive during the exit conference	None	1 day	<b>Melodie B. Gullarte</b> PDO-I, ADN <b>Nhor Aina S. Macaindig</b> PDO-I, ADS <b>Sheila Mae R.Obedencia</b> PDO-I, SDN <b>Gleana A. Capatoy</b> PDO-I, PDI <b>Nice E. Selpa</b> ND/PDO-I, SDS Cluster 1 <b>Jeneath A. Cinco</b> PDO-I, SDS Cluster 2

	<p>2.2a Prepares the feedback report and confirmation report to the LGU monitored</p> <p>2.2b Approves the feedback report and confirmation report.</p> <p>Focal Person will be responsible for any revisions and other instructions in the feedback report and confirmation report</p> <p>2.2c Log the document number of the confirmation report in the DTS</p> <p>2.2d Endorse to Records Unit/Section</p>	<p>None</p>	<p>1 day</p> <p>1 day</p> <p>5 minutes</p> <p>5 minutes</p>	<p><b>Melodie B. Gullarte</b></p> <p>PDO-I, ADN</p> <p><b>Nhor Aina S. Macaindig</b></p> <p>PDO-I, ADS</p> <p><b>Sheila Mae R.Obedencia</b></p> <p>PDO-I, SDN</p> <p><b>Gleana A. Capatoy</b></p> <p>PDO-I, PDI</p> <p><b>Nice E. Selpa</b></p> <p>ND/PDO-I, SDS Cluster 1</p> <p><b>Jeneath A. Cinco</b></p> <p>PDO-I, SDS Cluster 2</p>
	<b>Total</b>	<b>None</b>	<b>15 days, 4 hours and 10 minutes</b>	

*\* For procurement process, kindly refer to Citizen Charter Procurement management*

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	DSWD-Field Office send memo/email to DSWD-PMB
How feedbacks are processed	DSWD-PMB sends a reply letter/memo to the concerned Field Office
How to file a complaint	Complaints can be filed by sending letter or email to PMB-DSWD. The details of the complaint should be included in the information
Complainant using 8888	<p>SMS will receive the complaint and will be forwarded to PMB if the concern is:</p> <p>a. On the Programs and Services-PSD will be the one replying the complaint</p>

	b. B. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed	<p>-The concerned Office will conduct case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</p> <p>-Internal investigation shall be conducted within the Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office-For the devolved programs, the complaints received coursed through the Field Office to reach to he concerned LGU.</p>
	ANTI-RED TAPE AUTHORITY (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093 Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565

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

## 6.PROVISION OF CENTENARIAN GIFT TO CENTENARIANS

Republic Act No. 10868, otherwise known as "An Act Honoring and Granting Additional Benefits and Privileges to Filipino Centenarians, And for Other Purposes" or shortly Centenarians Act of 2016, have laid the foundations of giving honors and respect to Filipino Centenarians, whether residing in the country or abroad. This Act provides to give honors to the Filipino Centenarians by giving them, upon reaching 100 years old, letter of felicitation from the President and plaque of recognition, cash gift in the amount of P100,000.00 and/or posthumous plaque of recognition for the deceased centenarians.

<b>Office or Division:</b>	Protective Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Filipino Centenarians and/or their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Primary Documents (Any 1 of the following)</b>				
1. Registered Birth Certificate		PSA / Local Registrar		
2. Philippine Passport		DFA		
3. Senior Citizen's Identification Card issued by OSCA		OSCA		
4. Any other Philippine Government -issued ID (at least 1)		Any Government Agency		
<b>Secondary Documents (Any 2 of the following)</b>				
1. Registered Marriage Certificate issued by PSA		PSA / Local Registrar		
2. Registered Birth Certificate of Children (At least 2 Children)		PSA / Local Registrar		
3. Affidavit executed by Two (2) Disinterested Persons (At least 80 years old and above)		Notary Public Lawyer		
4. Old School Records or Employment Records showing date of birth of the Centenarian Applicant		School / Employer		
5. Certified Baptismal and/or Confirmation Certificate / Records		Church		
<b>Additional Supporting Documents (Upon completion of the above)</b>				
1. Centenarian Gift Application Form		DSWD Field Office		
2. One Whole-Body Picture of the Centenarian Applicant (Latest)		Client		
3. Certificate of Residency issued by the Barangay		Barangay of Residence		
4. Endorsement Letter issued by the C/MSWDO		C/MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Application for the Centenarian Gift	1. Centenarian PDO II lets the client/applicant log in the logbook for reference.	None	3 minutes	Joebert I. Tapales PDO II
	2. Centenarian PDO II conducts interview and assessment to the client/ applicant.	None	15 minutes	Joebert I. Tapales PDO III
	3. Centenarian PDO II provides and explains the checklist of requirements to the client/ applicant.	None	10 minutes	Joebert I. Tapales PDO III
	4. Centenarian PDO II accepts the documents/ requirements and issues application/ verification slip.	None	7 minutes	Joebert I. Tapales PDO III
	Total		35 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Client Satisfaction Survey / Feedback
How feedback is processed	Consolidated every month and forwarded to concerned section if any.
How to file a complaint	Thru 8888 or Client Satisfactory Survey / Feedback
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	<b>Centenarian Office</b> (085) 303-8620 local 115  ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>

	PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>
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## 7. Psychosocial Support Interventions for Persons Living with HIV (PLHIV), their Affected Families, and Persons at-High Risk of HIV Infection

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

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

<b>Office or Division:</b>	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	People Living with HIV (PLHIV) and their affected families
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>Medical Assistance for Hospital Bill</b>	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Hospital bill / Statement of Account (outstanding balance) with name and signature (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Billing clerk of the hospital</li> </ul>

4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Medical Assistance for Medicine</b>	
1. Medical Certificate/Clinical Abstract complete with name, license number and signature of the attending physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
2. Prescription with date of issuance, complete name, license number and signature of the Physician issued within three (3) (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Medical Assistance for Laboratory Requests</b>	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
3. Laboratory Requests with name, license number and signature of the attending physician issued within three (3) months (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Attending Physician or from Medical Records of the designated Treatment Hubs and/or Primary HIV Care Facilities</li> </ul>
4. Social Case Study Report/ Case Summary	<ul style="list-style-type: none"> <li>Licensed social worker from DSWD, Local Social Welfare and Development Office, Medical Social Services, Treatment Hubs, and Primary HIV Care Facilities</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Funeral Bill</b>	



1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader,</li> </ul>
3. Funeral Contract with Outstanding Balance except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Burial Assistance for Transfer of Cadaver</b>	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro), or any authorized medical practitioner in the absence of a death certificate (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>City/Municipal Hall ( Civil Registry Office), hospital, Funeral Parlor or Tribal/Religious Chieftain/Leader</li> </ul>
3. Funeral Contract except for Muslims and Indigenous People performing customary practices (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Authorized staff of the Funeral Parlor/ Memorial Chapel</li> </ul>
5. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>From the Barangay where the client is presently residing.</li> </ul>
<b>Educational Assistance</b>	
1. Any valid identification card of the client/ person to be interviewed	<ul style="list-style-type: none"> <li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li> </ul>
2. Validated school ID of the student beneficiary	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
2. Enrolment Assessment Form or Certificate of Enrolment or Registration (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Registrar, Authorized staff from the school</li> </ul>
3. Statement of Account for college students, when available. This may not be available to State Universities Registrar (original and one(1) photocopy)	<ul style="list-style-type: none"> <li>Registrar officer, Authorized staff from the school</li> </ul>

4. Certificate of Indigency or Barangay Certificate declaring client's situation (original and one(1) photocopy)		<ul style="list-style-type: none"><li>From the Barangay where the client is presently residing.</li></ul>		
<b>Food Assistance for Individuals and Families</b>				
1. Any valid identification card of the client/ person to be interviewed		<ul style="list-style-type: none"><li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li></ul>		
2.Barangay Certificate/ Certificate of Residency		<ul style="list-style-type: none"><li>From the Barangay where the client/s is/are presently residing.</li></ul>		
<b>Transportation and Cash Assistance for Other Support Services</b>				
1. Any valid identification card of the client/ person to be interviewed		<ul style="list-style-type: none"><li>Government agencies issuing an identification card(SSS, Philhealth, LTO, PAG-IBIG, COMELEC, NBI, DFA and among others)</li></ul>		
2.Depending on the circumstances: -Police Report/ Bureau of Fire Protection Report from the Bureau of Fire  -Passport, Travel Document/s, certification from OWWA or the Barangay  -Certification from social worker or Case manager from rescued clients.  -Police Blotter and social worker's certification for the victims of online sexual exploitation of children  - For Locally stranded individuals (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.		<ul style="list-style-type: none"><li>Police Station, Bureau of Fire, Philippine Embassy / Consulate, Social Worker from welfare agencies.</li></ul>		
3.For all other incidents- Barangay Certificate of Residency or Certificate of Indigency or Certificate of the Client is in Need of Assistance as well as other documents from legal authority's/regulating agencies, as may be applicable.		<ul style="list-style-type: none"><li>From the Barangay where the client is presently residing.</li></ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client receives accomplish Health Declaration Form and received queuing number	1. Issuance of Health Declaration Form and queue number	None	5 minutes	Admin / Security Personnel

2. Submits documents and self for interview and assessment	2.1 Conduct initial interview to identify needs / queries of client	None	5 minutes	<i>Iona Cielo A. Azarcon, SWO I- PLHIV Focal</i>
	<p>If asking for <b>informational service</b>, provide necessary information and a copy of checklist of requirements.</p> <p>If <b>submission of requirements</b> to avail service, receive documents</p> <p>2.2 Review documents submitted by client.</p> <p>If the client is a <b>referral</b> from other agencies or organizations:</p> <ul style="list-style-type: none"> <li>Check Documentary Requirements for needed Assistance and completeness of forms for referrals</li> </ul> <p>If the <b>walk-in client</b>, PLHIV:</p> <ul style="list-style-type: none"> <li>Conduct initial interview to identify assistance being sought for and review document requirements being presented as to completeness and compliance</li> </ul> <p>If supporting documents are <b>incomplete</b> and <b>non-compliant</b>,</p>	None	5 minutes	<i>Iona Cielo A. Azarcon, SWO I- PLHIV Focal</i>

	provide a checklist. Check the completed / compliant documentary requirements and highlight incomplete/ noncompliant requirements for submission and ask client to return with completed documents required.			
3. Client to fill-out necessary fields in prescribed forms	<p>3. Conduct of further verification of submitted documents and probing interview</p> <ul style="list-style-type: none"> <li>• Verify submitted requirements for veracity, consistency, and authenticity.               <ul style="list-style-type: none"> <li>- If one or more documents are found to be inauthentic or contains inadequate details, provide explanation to client;</li> <li>- Provide a checklist and identify which document is inauthentic and inadequate.</li> </ul> </li> <li>• Conduct assessment and intake interview</li> </ul> <p>4. Recommend assistance to be provided to client and facilitate disbursement or referral to other DSWD OBSUs</p> <p>If assistance may be directly provided:</p>	None	15 minutes	<b>Iona Cielo A. Azarcon, SWO I- PLHIV Focal</b>
		None	15 minutes	<b>Iona Cielo A. Azarcon, SWO I- PLHIV Focal</b>  Authorized approving personnel

	<ul style="list-style-type: none"> <li>• Preparation of Certificate of Eligibility</li> <li>• Encoding of client's information to registry and accomplishment of Form Three (3) Referral Feedback if client was referred by another agency;</li> <li>• Submit documents to authorized personnel for review and approval;</li> <li>• Ensure all required signatories and fields are accomplished.</li> </ul> <p>If client needs to be referred to other OBSUs such as the CIS and SLP:</p> <ul style="list-style-type: none"> <li>• Social worker to facilitate referral with reference to respective Citizen's Charter of receiving offices;</li> <li>• Conduct follow-through to seek feedback on the actions taken and/or, if needed, provide further clarification.</li> </ul> <p>5. Social worker completely facilitates approval of documents and actual disbursement of assistance that may either be Cash or a Guarantee Letter to identified service provider</p> <ul style="list-style-type: none"> <li>• Designated approving</li> </ul>	None	<p>If within the day: 30 minutes to one (1) hour depending on the amount and assistance being</p>	<p><b><i>Iona Cielo A. Azarcon, SWO I- PLHIV Focal</i></b></p> <p><i>Authorized approving personnel</i></p>
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	officer/s conduct/s final review of submitted documents and initiate final approval of the worker's recommendation; <ul style="list-style-type: none"> <li>• Preparation of vouchers of designated personnel; and</li> <li>• Actual disbursement of assistance to client</li> </ul>		sought for  If not, within three (3) working days or depending on the availability of funds and/or authorized approving officers; as well as the amount and assistance being sought	<b>Ma. Genette Marban,</b> <i>Cashier or Designated disbursing officer</i>
4. Client accomplish Client Satisfaction Survey Form	6. Issue Client Satisfaction Survey (CSS) Form to client <ul style="list-style-type: none"> <li>• Ask client to completely fill-out the CSS Form;</li> <li>• Collect accomplished form and submit to designated personnel for consolidation</li> </ul>	None	10 minutes	<b>Iona Cielo A. Azarcon,</b> <b>SWO I- PLHIV Focal</b>
<b>TOTAL</b>		For within the day transaction: 1 hour and 45 minutes  If not within the day: 3 days, 1 hour, and 15 minutes		

## b. Referral for Care and Support Services

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

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

Office or Division:	Field Office (Protective Services Division/Unit, Community Based Services Unit/ Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People Living with HIV (PLHIV) and their affected families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 1: Intake Form 2. Informed Consent 3. Form 2: Referral for Service 4. Form 3: Referral Feedback 5. Form 4: Referral Registry		Referring agency		
Within the Day Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients get queuing and accomplish Health Declaration Form  2. Submit complete requirements/ documents to PLHIV Focal/ Social Worker on duty	1. Issuance of Queue Number and Health Declaration Form	None	5 Minutes	Admin / Security personnel
	2. Receive and review of submitted documents  3. Provide appropriate action and assistance:  If the client is a referral from other agencies or organizations: <ul style="list-style-type: none"><li>Check Documentary Requirements for</li></ul>	None	30 minutes	Iona Azarcon, Cielo SWO, A. I-PLHIV Focal

3. Accomplish Client	particular assistance needed; <ul style="list-style-type: none"> <li>Review Referral Forms 1 to 4; and</li> <li>Proceed to SOP No. 2: Provision of Assistance to PLHIVs</li> </ul>			
	If client needs additional services, DSWD will act as the Referring Agency and will facilitate Referral Mechanism: <ul style="list-style-type: none"> <li>Consult Directory to identify the appropriate service provider / agency;</li> <li>Fill-out Form 2 then give it to the client;</li> <li>Fill-out Form 4 then place it in the client's file;</li> <li>Complete and update Referral Register on spreadsheet;</li> <li>Advise client to go to the Receiving Agency; and</li> <li>Coordinate with Receiving Agency regarding the referral/client and accomplishment of Form 3</li> </ul>			
	4. Issue Client Satisfaction Survey Form (CSS) and collect filled-out CSS		5 minutes	<b>Iona Cielo A. Azarcon, SWO I-PLHIV Focal</b>
	5. Conduct follow-up from Receiving Agency and/or client within 15 days upon receipt of referral: <ul style="list-style-type: none"> <li>Coordinate with Receiving Agency and seek for updates;</li> </ul>	None	15 minutes	<b>Iona Cielo A. Azarcon, SWO I-PLHIV Focal</b>



Satisfaction Survey Form	<ul style="list-style-type: none"> <li>• Ask for Form 3 either from client and or Receiving Agency;</li> <li>• Review Form 3; and</li> <li>• Complete and update Case File and Referral Register</li> </ul>			
<b>TOTAL</b>		None	55 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	DSWD Field Office send memo / email to DSWD-PMB
How feedbacks are processed?	DSWD-PMB send reply letter / memo to the concerned Field Office
How to file a complaint?	Complaints can be filed through postal mail or e-mail to PMB-DSWD. The details of the complaint should be included in the information.
Complainant using 8888	SMS will receive the complaint and will be forwarded to PMB if the concern is : 1. On Programs and Services- SPD will be the one replying to the complaint 2. On Personnel and other outside matters- The Focal Person will be the one replying to the complaint
How complaints are processed?	The concerned Office 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 Bureau, then provide recommendation and officially send reply letter/memo to the concerned DSWD-Field Office.
Contact information	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

## 8. 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.

<b>Office or Division:</b>	<b>Protective Services Division – Adoption Resource and Referral Section (PSD-ARRS)</b>	
<b>Classification:</b>	<b>Highly Technical</b>	
<b>Type of Transaction:</b>	<b>G2G- Government to Government ; G2C- Government to Citizen</b>	
<b>Who may avail:</b>	<b>All Provincial/City or Municipal Social Welfare and Development Office; Child Caring/Placing Agency; and DSWD Residential Care Facilities</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
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
<b>For surrendered Cases:</b>	
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
<b>For Neglected/Abuse Children</b>	
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
<p>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.</p> <ol style="list-style-type: none"> <li>1. Endorsement Letter to DSWD Secretary</li> <li>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.)</li> <li>3. Death Certificate of Birth Parent/s (if deceased)</li> <li>4. Psychiatric/ Psychological Evaluation Report (if birthparents/ is/ are/ or diagnosed to be intellectually challenged)</li> <li>5. DVC of legal husband (if child was born out of extra marital affair); if whereabouts is unknown, comply the requirements for petition</li> <li>6. Copy of marriage certificate or Certificate of No Marriage (if necessary)</li> <li>7. Medical Certificate/ Bone and/or Dental Ageing Result (for foundling cases)</li> <li>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)</li> </ol>	

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
<b>Field Office</b>				
1. DSWD residential care facilities/child caring/placing agencies/Local Social Welfare Office endorse the Petition/ Application and supporting	<b>For Abandoned /Dependent/ Foundling Children</b>  1. The Adoption Resource and Referral Unit (ARRU shall review and examines the	None	3 working days	<b>Thesa Joy B. Musa, SWO II</b>

documents to Field Office	petition if sufficient in form and substance			
	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	<b>Mari-Flor A. Dollaga- Libang,</b> <i>Regional Director</i>
	4. From the time the Regional Director signs the recommendation, the Regional Director forward the same with the original supporting documents to the DSWD-Central Office.	None	2 working days	Field Office – Records Section
<b>For Surrendered Children</b>				

	1. The ARRU shall review the Application together with the supporting documents	None	3 working days	<b>Thesa Joy B. Musa, SWO II</b>
	2. The Regional Director shall render recommendation on the Application	None	2 working days	<b>Mari-Flor A. Dollaga-Libang, Regional Director</b>
	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
	<b>For Neglected/Abuse Cases</b>			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	<b>Thesa Joy B. Musa, SWO II</b>
	2. The Regional Director shall render recommendation on the Petition	None	2 working days	<b>Mari-Flor A. Dollaga-Libang, Regional Director</b>

	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
<b>TOTAL</b>		<b>NON E</b>	<b>7-18 working days depending on the case of the child</b>	

## 9.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.

<b>Office/Division/Unit/Section</b>	DSWD Field Office Protective Services Division (PSD) Adoption Resource and Referral Section (ARRS)		
<b>Classification</b>	Highly Technical		
<b>Type of Transaction</b>	Government to Citizens		
<b>Who May Avail</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
1 Copy of Original Duly Accomplished Application Form	Adoption Resource and Referral Section (ARRS) or DSWD Website <a href="https://adoption.dswd.gov.ph">https://adoption.dswd.gov.ph</a>		
1 Copy of Original Security Paper (SecPa) Copy of Birth Certificate or at least Certified True Copy from the original	Philippine Statistics Authority (PSA)		
1 Copy of Original Security Paper (SecPa) Copy of Marriage Certificate, Declaration of Nullity of Marriage,	Philippine Statistics Authority (PSA)		



Legal Separation Documents or at least Certified True Copy from the original	
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
<b>Additional Requirements for Alien Applicants:</b>	
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	Applicants *Bureau of Immigration/Department of Foreign Affairs

residing in the Philippines, *except for those who have resided in the Philippines for more than 15 years				
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 on duty
	1.2. Issuance of Certificate of Attendance to Foster Care Forum	None	30 minutes	<b>Bleza Mae T. Anza, AA II</b>

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	<b>Bleza Mae T. Anza, AA II</b>
	2.2. Database logging of the application form and list of documentary requirements for onward endorsement to the Unit Head	None	15 minutes	<b>Bleza Mae T. Anza, AA II</b>
	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 scheduled home visit	None	1 hour, 30 minutes	ARRU Social Worker on duty
	2.5. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>

	2.6. Review and recommending approval of the Unit Head	None	1 hour	<b>Marissa A. Garay, SWO III</b>
	2.7. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>
	2.8. Review and recommending approval of the Division Chief	None	1 hour	<b>Jessie Catherine B. Aranas, DC/SWO V</b>
	2.9. Database logging of the Acknowledgment Letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>
	2.10. Review and recommending approval of the Assistant Regional Director for Operations	None	1 hour	<b>Jean Paul S. Parajes, ARDO/SWO V</b>
	2.11. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>

	2.12. Approval of the Regional Director	None	2 hours	<b>Mari-Flor A. Dollaga-Libang</b> , Regional Director
	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	None	20 minutes	<b>Bleza Mae T. Anza</b> , AA II
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 on duty
	3.2. Preparation of the Home Study Report (HSR)	None	Within 20 days	ARRU Social Worker on duty
	3.3. Submission of HSR, pre-signed FFCL, and draft letter to developing agency re: signed FFCL and Foster Care ID	None	8 hours	ARRU Social Worker on duty

	3.4. Database logging of the draft HSR, pre-signed, and draft letter for onward endorsement to the Unit Head	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>
	3.5 Review and recommending for approval of the Unit Head	None	4 hours	<b>Marissa A. Garay, SWO III</b>
	3.6. Database logging of the draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Division Chief	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>
	3.7. Review and recommending approval of the Division Chief	None	4 hours	<b>Jessie Catherine B. Aranas, DC/SWO V</b>
	3.8. Database logging of draft HSR, pre-signed FFCL, and draft letter for onward endorsement to the Assistant Regional Director for Operations	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>
	3.9. Review and recommending approval of the Assistant Regional	None	4 hours	<b>Jean Paul S. Parajes, ARDO/SWO V</b>

	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	<b>Bleza Mae T. Anza, AA II</b>
	3.11. Approval of the Regional Director	None	4 hours	<b>Mari-Flor A. Dollaga-Libang, Regional Director</b>
	3.12. Assignment of FFCL Reference Number and Foster Care ID Number and database logging of above information	None	10 minutes	<b>Bleza Mae T. Anza, AA II</b>
	3.13. Endorsement of the approved letter with 2 original copies of signed FFCL and Foster Care ID to the Records Section	None	20 minutes	<b>Bleza Mae T. Anza, AA II</b>
	<b>TOTAL</b>	<b>None</b>	<b>21 days, 21 hours, and 35 minutes</b>	

ARRU SOCIAL WORKERS ON DUTY
Emily A. Sanogal, SWO II
Lexshen C. Yacapin, SWO II
Amormia J. Quinimon, SWO III
Mary Jane Romulo, SWO III
Chuchie E. Leopoldo, SWO II
Divine Grace Dayrit, SWO II
Jurice Jane E. Papa, PDO I

## 10.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		
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	
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. <b>Pre-Matching]</b>	1.1. Receipt of the dossier of the child from the concerned Agency	None	15 minutes	Bleza Mae T. Anza, AA II
	1.2 Encoding of the application in the database then forward it to the concerned technical staff for review	None		
	1.3. Review and endorsement of the dossier of Child/ren to the Matching Secretariat	None	2 days	ARRU Social Worker on duty
	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			Amormia J. Quinimon

	the Foster Care Matching Conference	None	30 minutes	Amormia J. Quinimon, SWO III
	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	Bleza Mae T. Anza, AA II
	1.6. Database logging of the Acknowledgment Letter for onward endorsement to the Unit Head	None	1 hour	Marissa A. Garay, SWO III
	1.7. Review and affixing of initials by the Unit Head	None	10 minutes	Bleza Mae T. Anza, AA II
	1.8. Database logging of the Acknowledgment Letter for onward endorsement to the Division Chief	None	1 hour	Jessie Catherine B. Aranas, SWO V
	1.9. Review and affixing of initials by the Division Chief	None	10 minutes	Bleza Mae T. Anza, AA II
	1.10. Database logging of the Acknowledgment	None	10 minutes	

<b>2. Matching Phase</b>	Letter for onward endorsement to the Assistant Regional Director for Operations	None	1 hour	Jean Paul S. Parajes, SWO V
	1.11. Review and affixing of initials by the Assistant Regional Director for Operations			
	1.12. Database logging of the Acknowledgment Letter for onward endorsement to the Regional Director	None	10 minutes	Bleza Mae T. Anza, AA II
	1.13. Approval of the Regional Director	None	1 hour	Mari-Flor A. Dollaga-Libang
	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	Bleza Mae T. Anza, AA II
	1.15. Invitation to the Foster Care Matching Committee	None	1 day	Amormia J. Quinimon, SWO III
	1.16 Preparation of the roster of available children/foster parents	None	1 day	Amormia J. Quinimon, SWO III

	for presentation in the matching conference, agenda, attendance sheet, and visual presentation of cases to be presented in the matching conference			
	1.17. Reproduction and sending out of hard/scanned copies of documents of children/foster parents to the foster care committee members	honorarium for each member who is not an employee of the DSWD	1 day	Amormia J. Quinimon, SWO III
	2.1. Introduction of the foster care matching committee members, foster care matching secretariat, and social workers participating in the conference	None	10 minutes	Amormia J. Quinimon, SWO III
	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
	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

	<p>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</p> <p>2.5. Preparation and signing of Resolution declaring the matching and Certificate of Matching of children matched</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>30 minutes</p>	<p>Matching Secretariat, RCWSG, Case Managers from ARRU, RCFs, CPAs, CCAs, and LGUs</p> <p>Matching Secretariat, RCWSG Members</p>
<b>3. Post-Matching</b>	3.1. Database logging of the Resolution, Certificate of Matching, and Transmittal Memo to concerned agency for onward endorsement to the Unit Head	None	10 minutes	Bleza Mae T. Anza, AA II
	3.2. Review and affixing of initials by the Unit Head	None	2 hours	Marissa A. Garay, SWO III
	3.3. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Division Chief	None	10 minutes	Bleza Mae T. Anza, AA II

	3.4. Review and affixing of initials of the Division Chief	None	2 hours	Jessie Catherine B. Aranas, SWO V
	3.5. Database logging of the Resolution and Certificate of Matching for onward endorsement to the Assistant Regional Director for Operations	None	5 minutes	Bleza Mae T. Anza, AA II
	3.6. Review and affixing of initials of the Assistant Regional Director	None	4 hours	Jean Paul S. Parajes, SWO V
	3.7. Approval of the Transmittal letter, Resolution, and Matching Certificate of Regional Director	None	4 hours	Mari-Flor A. Dollaga-Libang
	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	20 minutes	Bleza Mae T. Anza, AA II
	3.9. Receipt of the Acceptance Letter from Foster Parents as the basis for the issuance of Foster Placement Authority	None	5 minutes	Bleza Mae T. Anza, AA II

	3.10. Receipt of the pre-signed FPA from the Foster Parents and preparation of transmittal letter	None	5 minutes	Bleza Mae T. Anza, AA II
	3.11 Preparation of draft transmittal letter of signed FPA	None	30 minutes	Amormia J. Quinimon, SWO III
	3.12. Database logging of the pre-signed FPA and the transmittal letter for onward endorsement to the Unit Head	None	5 minutes	Bleza Mae T. Anza, AA II
	3.15. Review and recommending approval of the Unit Head	None	1 hour	Marissa A. Garay, SWO III
	3.16. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the Division Chief	None	5 minutes	Bleza Mae T. Anza, AA II
	3.17. Recommending Approval of the Division Chief	None	2 hours	Jessie Catherine B. Aranas, SWO V
	3.18. Database logging of the pre-signed FPA and transmittal letter for onward endorsement to the	None	5 minutes	Bleza Mae T. Anza, AA II

	Assistant Regional Director for Operations			.
	3.19. Review and recommending Approval of the Assistant Regional Director for Operations	None	1 hour	Jean Paul S. Parajes, SWO V
	3.20. Database logging of the pre-signed FPA for onward endorsement to the Regional Director	None	5 minutes	Bleza Mae T. Anza, AA II
	3.21. Approval of the Regional Director	None	2 hours	Mari-Flor A. Dollaga-Libang
	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	1 hour (for face to face or email)	Dita Laña/Records Officer



<b>4. Placement and supervision of the foster child with the foster parent</b>	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	Handling 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.		1 day	Handling 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	Handling Social Worker
			Short term - less than 6 months	
			Long-term - 6 months or more	

	<b>TOTAL (EXCLUDING THE SUPERVISORY PERIOD)</b>		8 days, 10 hours, and 10 minutes	
<b>NAME OF SOCIAL WORKERS ON DUTY/HANDLING SOCIAL WORKERS</b>				
Emily A. Sanogal, SWO II				
Lexshen C. Yaapin, SWO II				
Amormia J. Quinimon, SWO III				
Jurice Jane E. Papa, PDO I				
Mary Jane S. Romulo, SWO III				
Chuchie E. Leopoldo, SWO II				
Divine Grace Dayrit, SWO II				

## 11.PROCESSING OF ADOPTION APPLICATION AND PLACEMENT

Per Republic Act 8552. It is the policy of the State to ensure that every child remains under the care and custody of his/her biological parents and be provided with love, care, understanding and security toward the full development of his/her personality. When care of the biological parents is unavailable or inappropriate and no suitable alternative parental care or adoption within the child's extended family is available, adoption by an unrelated person shall be considered. However, no direct placement of a child to a non-related shall be countenanced.

Adoption is the most complete means whereby permanent family life can be restored to a child deprived of his/her biological family.

The child's best welfare and interest shall be the paramount consideration in all questions relating to his/her care and custody.

<b>Office or Division:</b>	<b>Protective Services Division – Adoption Resource and Referral Section (PSD-ARRS)</b>		
<b>Classification:</b>	<b>Highly Technical</b>		
<b>Type of Transaction:</b>	<b>G2G- Government to Government ; G2C- Government to Citizen</b>		
<b>Who may avail:</b>	<b>Child Caring Agencies (CCAs), Child Placing Agencies (CPAs), Local Government Units (LGUs) and Field Offices</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. Prospective Adoptive Parent/s (PAP/s) Dossier</b>			
1. Home Study Report (HSR);		DSWD FOs, CCAs, CPAs, LGUs	
2. Certificate of Attendance to Adoption Forum;		DSWD Field Office/CCAs/CPAs	

3. Birth Certificate of the prospective adoptive parent/s in security paper (SECPA) and their child/ren;	Philippine Statistics Authority (PSA)
4. Marriage Certificate in SECPA form, if married or in case of termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant;	Philippine Statistics Authority (PSA) Philippine Courts
5. Written Consent to the Adoption by the legitimate and adopted sons/daughters and illegitimate sons/daughters if living with the applicant, who are at least 10 years old;	Applicant
6. Physical and Medical Evaluation/Certification by a duly licensed physician. Certification should: (a) indicate that the applicant has no medical condition that prevents him/her in acting or assuming parental responsibilities; (b) taken at least six months from the time of preparation of the Home Study Report;	Licensed Physician
7. Psychological Evaluation Report (when appropriate, as assessed by the social worker)	Licensed Psychologist
8. NBI or Police Clearance issued at least one year before the preparation of the Home Study Report;	National Bureau of Investigation (NBI) Police Station
9. Latest Income Tax Return (ITR) or any other documents showing financial capability, e.g. Certificate of Employment, Bank Certificate or Statement of Assets and Liabilities;	Bureau of Internal Revenue Bank Company/Organization of Employment

10. Three (3) letters of Character References (e.g. the local church/Minister, the employer and a non-relative member of the immediate community who have known the applicant(s) for at least 3 years);	Bureau of Internal Revenue Bank Company/Organization of Employment
11. 3x5 inch-sized photos of the applicants and his/her immediate family members, taken within the last three (3) months from the date of submission of application; and	Applicant
12. Affidavit of temporary Custody	Applicant
<b>Additional Requirements for Foreign Nationals</b>	
<p>13. Certification that the applicant(s) have legal capacity to adopt in his/her country and that his/her country has a policy or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child, which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency that has jurisdiction over the child and family matters.</p> <p>In the absence of any of the foregoing, the applicant may submit a Certification issued by the Intercountry Adoption Board (ICAB), stating that the Philippines and the applicants' country have an existing agreement on inter-country adoption whereby a child who has been adopted in the Philippines or has a pre-adoption placement approved by the Board is allowed to enter and remain as permanent</p>	Embassy / Foreign Adoption Agency / ICAB

<p>resident in the applicants' country as his/her legitimate child.</p> <p>For countries that have neither signed nor adhered to the 1993 Hague Convention on the Protection of Children and Cooperation in Respect of Intercountry Adoption, the Department may accept as an alternative based on its assessment, any document issued by the embassy notifying the Department on the legal capacity to adopt of the PAPs in the Philippines and/or the child's possible entry to the PAP's country of origin.</p>	
14. Certificate of Residence in the Philippines as appropriate; Bureau of Immigration or Department of Foreign Affairs	Bureau of Immigration (BI) or Department of Foreign Affairs (DFA)
15. Two (2) character references from non-relatives who knew the applicant(s) in the country of which he/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 fifteen (15) years.	Character Reference
16. Police Clearance from all places of residence in the past years prior to residing in the Philippines.	Police Station
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	
<b>C. Child's Dossier</b>	
<b>Surrendered Children</b>	<b>Where to Secure</b>
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)

3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/DO
4. One (1) original copy of the Notarized Deed of Voluntary Commitment (DVC)	DSWD FOs/LGUs/CCAs/CPAs
5. One (1) Original copy of Notarial Act (CANA)	Office of the Clerk of Court which has jurisdiction over the place where the DVC was signed
6. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
7. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
8. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
9. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child
10. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
11. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
<b>Abandoned/Foundling/Neglected Children</b>	
1. Child Study Report (updated within the last 6 months or more recent if there is significant progress or development)	DSWD FOs/LGUs/ CCAs/CPAs
2. Two (2) SECPA copies of Birth Certificate	Philippine Statistics Authority (PSA)
3. Two (2) original copies of the CDCLAA (numbered)	DSWD FOs/CO
4. Health and Medical Profile (updated within the last 6 months or more recent if there is significant progress/development in the child's medical condition)	Attending licensed pediatrician/physician of the child
5. Child Profile	DSWD FOs/LGUs/CCAs/CPAs
6. Regional Adoption Clearance (RAC) for Interregional Matching	DSWD FOs
7. Psychological Evaluation Report (if 5 years old and above)	Attending licensed Psychologist of the child

8. Recent Photograph	DSWD FOs/LGUs/CCAs/CPAs
9. Consent to Adoption (if 10 years old and above)	DSWD FOs/LGUs/CCAs/CPAs
<b>Additional Supporting Documents</b>	
1. Death Certificate of Birthparents (if deceased) 2. Psychiatric/ Psychological Evaluation Report	
3. DVC of husband (if child was born within a valid marriage( Marriage Certificate (if necessary)	
<b>For Relative Adoption</b>	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling/Neglected children 2. Notarized Oath and Undertaking by the guardian/relatives 3. Family Genogram with Birth Certificate	
<b>For Cases of Children with Finalized Domestic Adoption</b>	
1. Same as the requirements stated above for Surrendered/Abandoned/Foundling /Neglected Children except for the Birth Certificate 2. Certified True Copy of the Adoption decree 3. Certified True Copy of the Finality/ Entry of Judgment 4. One (1) SECPA copy of New Birth Certificate of the child 5. Photograph of the Child with the Adoptive Parents	<ul style="list-style-type: none"> <li>• Court where the domestic adoption was finalized</li> <li>• Court where the domestic adoption was finalized</li> <li>• Philippine Statistics Authority (PSA)</li> <li>• Adoptive Parents</li> </ul>
In addition, for an applicant who is residing abroad but is otherwise qualified to adopt in the Philippines under the provisions of RA 8552;  HSR prepared by an accredited Foreign Adoption Agencies (FAAs)	Foreign Adoption Agencies (FAAs)
Certification that the said FAA is accredited by ICAB	Inter-Country Adoption Board (ICAB)
If necessary, the DSWD may require other documents to support the facts/information indicated /claimed in the report.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Processing of Adoption Application</b>  <b>-The Prospective Adoptive Parent/s inquire (either thru phone/walk-in/email/DSWD dashboard)/file application to the concerned Field Office.</b>	1. Convene/conduct pre-adoption seminar/forum for adoptive applicants and issue a Certificate of Attendance to participants.	None	Within the day after the Pre-adoption seminar/forum	ARRU and SWAD Social Worker on duty
	2. Upon the receipt and acceptance of the case of the PAP/s for management, managing social workers shall gather information on the PAP/s and assess their motivation to adopt (a) child/ren.	None	Within the day upon receipt of the PAP/s case	ARRU and SWAD Social Worker on duty
	3. Facilitate the accomplishment of the application form and advise the applicant to submit the requirements to the FO:	None	One (1) day	PAP/s/ ARRU and SWAD Social Worker on duty
	4. Conduct personal interviews and counselling with the adoptive applicant/s' family members and significant others.	None		ARRU and SWAD Social Worker on duty
	5. Prepare a Home Study Report based on all information gathered, along with a complete set of requirements.	None	Within a month from the date of filing of application for adoption of the PAPs,	ARRU and SWAD Social Worker on duty
	6. If not approved, the PAP/s shall be informed on the result of the assessment (if necessary conduct re-assessment)			Note: The number of signatories in the documents shall be limited



	7. Once approved, the PAP/s will be informed and case will be included to the Regional Matching			to only 3 signatories
I. Regional Level Placement of Children to PAP/s through Regional Matching  Endorsement of the Dossier of the PAPs and child for Regional Matching	1. Acknowledges and reviews the Home Study Report and Child Study Report and other supporting documents  2. Inform the concerned agency on the comments and recommendations through an official memo.	None	Within two (2) working days from the receipt of CDCLAA  Within three (3) days upon receipt of dossier	Thesa Joy B. Musa, SWO II  Lexshen C. Yacapin, SWO II  Mari-Flor A. Dollaga-Libang, Regional Director
	3. Inform and invite the managing social worker of the child and PAP/s to present the case for matching  4. Invite the RCWSG members to the matching conference.	None	At least three (3) days prior to the scheduled matching conference.  At least three (3) days prior to the scheduled matching conference	Amormia J. Quinimon, SWO III  Amormia J. Quinimon, SWO III  Mari-Flor A. Dollaga-Libang

	5. Provide the RCWSG members advance copies of dossier of Children/PAP/s	None	At least three (3) working days before the matching conference.	Amormia J. Quinimon, SWO III
	6. Conduct /present the child and PAP/s' case in the matching conference		One (1) day (Matching Conference at least twice a month but not exceeding four times a month)	Child and PAP/s handling social worker
	7. Provide substantial comments/observations and inputs on the cases presented and deliberate matching of children and PAP/s		During the matching conference	RCWSG, FO-ARRS. CCAs/CPAs 'Social Workers  Mari-Flor A. Dollaga-Libang
	8. Once the matching of a child to the PAP is approved, issued a Certificate of Matching,		After the matching conference	Amormia J. Quinimon, SWO III
	9. For cases of children not matched after the second presentation, an approved Regional Clearance for interregional matching together with the child/PAP/s' dossier will be transmitted to the Central Office.		Within three (3) days from the date of matching	Mari-Flor A. Dollaga-Libang
	All relative inter-country adoption cases of children shall not be presented in the regional matching conference and shall be issued Regional			

	<p>Clearance based on the favorable assessment and recommendation by the social worker managing the case.</p> <p>10. Inform the PAP/s on the result of the matching (if matched)</p> <p>Submit a written explanation citing the reasons for non-acceptance of the matched. Acceptability on the reasons shall be based on the result of the evaluation of the Regional Director.</p>		<p>A day after the matching conference</p> <p>Within two (2) days after receipt of the notice of the result of matching</p>	<p>PAP/s'/Child Social Worker</p> <p>PAP/s</p>
	<p>11. Pre-Adoptive Placement Authority (PAPA) shall be issued once received the written acceptance letter of the PAP/s.</p>	None	<p>Within two (2) days after the receipt of the acceptance letter of the PAPs</p>	<p>Lexshen C. Yacapin, SWO II</p> <p>Mari-Flor A. Dollaga-Libang, Regional Director</p>
	<p>12. Facilitate and coordinate on the physical transfer of the child to PAP/s. Schedule of the actual transfer of the child, shall be agreed upon by the concerned parties.</p>	None	<p>Within 10 days from the receipt of PAPA duly conformed by the PAP/s'</p>	<p>PAP/s' and child Social Workers</p>
	<p>13. Conduct/monitor a monthly post-placement supervisory visits and recommend for the issuance of Certificate of Consent to Adoption (CA) at the final supervisory report or recommend to shorten, lengthen or waive the supervisory report.</p>	None	<p>Three (3) months after the placement of the child to the custody of PAPs</p>	<p>PAP/s' Social worker</p>

	14. Facilitate the issuance of Certificate of Consent to Adoption, as approved by the Regional Director.  Ensure filing of Petition of Adoption in court by the PAP/s through their legal counsel.  Note: End of process for Administrative Phase.	None	A day after receipt of the final post-placement supervisory report  Within 30 days after the receipt of CA.	Lexshen C. Yacapin, SWO II  Mari-Flor A. Dollaga-Libang  PAP/s Social Worker  Note: The number of signatories in the documents shall be limited to only 3 signatories
<b>TOTAL</b>		<b>NONE</b>	<b>5 -15 months Maximum depending on the case of the child</b>	
<b>NAME OF SOCIAL WORKERS ON DUTY/HANDLING SOCIAL WORKERS</b>				
Michael John B. Andohuyan, SWO II				
Juderiz O. Neri, SWO III				
Arlene O. Maguinda, SWO II				
Emily A. Sanogal, SWO II				
Lexshen C. Yaapin, SWO II				
Amormia J. Quinimon, SWO III				
Jurice Jane E. Papa, PDO I				
Mary Jane S. Romulo, SWO III				
Chuchie E. Leopoldo, SWO II				
Divine Grace Dayrit, SWO II				
Sittie Hainnah C. Omar, SWO II				

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO
How feedbacks are processed	ARRU clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the Personnel Section to be processed for immediate action (if there are any)
How to file a complaint	ARTA- ARRU Section  Protective Services Division  1st Floor Lumilihok Building  DSWD Field Office Caraga  R.Palma St., Butuan City
How complaints are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	<u><a href="mailto:adoption.focrg@dswd.gov.ph">adoption.focrg@dswd.gov.ph</a></u> (085) 342-5619 to 20 Anti-Red Tape Authority <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093  Presidential Complaint Center (PCC) <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888  Contact Center ng Bayan (CCB) <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u> 0908-881-6565

## **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.

<b>Office or Division:</b>	Protective Services Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Senior Citizens and/or Authorized Representative/s
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Walk-In Applicant/S Or Authorized Representative/S</b>	
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"> <li>o Certificate of Birth;</li> <li>o Certificate of Marriage;</li> <li>o Certificate of Baptism;</li> <li>o PhilHealth's Member Data Record (MDR); or</li> <li>o Certificate of Birth of the Eldest Child.)</li> </ul>	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
<b>LGU Endorsement</b>	
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

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	<p>Sheet (GIS) (Annex 2) and/or Social Pension Beneficiary Update Form.</p> <p>1.1 (SPBUF) based on the certified list of potential beneficiaries submitted by the OSCA/LSWDO.</p> <p>1.2 Submission of delisted, replacement, for validation and for inclusion should be quarterly in coordination with LGUs by DSWD FO RSPU.</p>			<p><b>Curada-PDO I</b></p> <p>Surigao del Norte  <b>Eulorina Asi-PDO I</b>  <b>Donna Rosales-PDO I</b></p> <p>Province of Dinagat Islands:  <b>Phoebe Kate Nakila- PDO I</b></p>
<p>2. DSWD FO RSPU encodes the final list of beneficiaries in the Social Pension Information System (SPIS)</p>	<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 other</p>	None	Within 7-14 working days	<p><b>Raven Dave Licayan</b> Encoder</p> <p>Payroll-in-Charge:  <b>Keziah Dawn Amilao</b>  <b>Cherry Mae T. Borja</b>  <b>Zoniel Inocencio</b>  <b>Nicole Kris Baño</b>          AAide IV</p>



	<p>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/revalidation/grievance.</p> <p>2.2.1. Delisted beneficiaries (double entry, deceased, able family, receiving pension from</p> <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> <p>DSWD CO SOCIAL PENSION UNIT performs data eligibility test and endorsed final list to DSWD FO RSPU</p> <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</p>		<p>Within 7-14 days</p> <p>Within 20 working days</p> <p><i>*turnaround time includes the receipt from FO until the endorsement</i></p>	<p>DSWD Field Office – RSPU</p> <p><b>Kevin O. Bagaipo</b></p>
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	<p>Pension Unit endorse generated clean and error list to the DSWD FO RSPU.</p> <p>5. DSWD FO RSPU endorses the approved validated list of beneficiaries to the City/Municipal Mayor through the OSCA Head and LSWDO.</p> <p>5.1 Per coordination of the DSWD FO RSPU, OSCA/LSWD O notifies the qualified senior citizens thru a written notification of their inclusion as beneficiary of the Social Pension Program.</p> <p>Qualified Indigent Senior Citizen notified and received qualification to the program</p> <p>6. Qualified Indigent Senior Citizen receives written letter from the OSCA/LSWDO on his/her inclusion as beneficiary of the program.</p>		<p><i>to FOs of the clean and error list.</i></p> <p>Within 7-14 working days</p> <p>N/A</p>	<p>ITO I</p> <p><b>Nicole Kris Baño</b> AAide IV</p> <p>OSCA/ LSWDO of Cities and Municipalities</p> <p>OSCA/ LSWDO of Cities and Municipalities</p>
<b>2 ND PHASE – FACILITATION OF CASH ADVANCE FOR THE CONDUCT OF SOCIAL PENSION PAYOUT THROUGH SPECIAL DISBURSING OFFICERS (SDOs)</b>				

	<p>DSWD FO facilitates the cash advance</p> <ol style="list-style-type: none"> <li>1. DSWD FO - Finance Unit facilitates the cash advance of the stipend based on the approved list of beneficiaries and corresponding amount for each payroll.</li> <li>2. DSWD FO – Finance Unit identified Special Disbursing Officer (SDOs) encash the cash advance of the stipend based on the corresponding number of Social Pension beneficiaries (FO)</li> </ol>		<p>Within 7-10 working days before informing the LGUs on the conduct of pay-out.</p> <p>Within 1-3 working days before the conduct of pay-out.</p>	<p><b>Josephine C. Ruta</b> AA III</p> <p><b>Josephine C. Ruta</b> AA III</p>
	<p>DSWD FO RSPU informs the OSCA/LSWDO on the schedule of payout</p> <ol style="list-style-type: none"> <li>3. DSWD FO RSPU informs the City/Municipal Mayor through the OSCA Head and LSWDO of the schedule of payout</li> <li>3.1 Per coordination with the DSWD FO RSPU, OSCA/LSWDO informs the Social Pension Beneficiaries of the date and venue of the payout.</li> </ol>		<p>Within 5 working days before the pay-out</p>	<p><b>Nicole Kris Baño</b> AAide IV (Through letter)</p> <p>OSCA/ LSWDO of Cities and Municipalities</p>

	3.2 LSWDO acknowledges the payroll and number of beneficiaries and confirm the schedule on the conduct of payout.			OSCA/ LSWDO of Cities and Municipalities
3RD PHASE – CONDUCT OF THE SOCIAL PENSION PAYOUT				
Qualified Indigent Senior Citizens received their social pension stipend on the scheduled payout	3. 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 reach an agreement to improve delivery of service to the FOs beneficiaries and the LGUs constituents.		Exit Conference - after each payout  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.  <i>*turnaround time depending on the number of beneficiaries per Barangay, per LGU and output capability of SDOs.</i>	<b>Paymasters DSWD Field Office - RSPU</b>
TOTAL			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				
	Preparation of DSWD FO RSPU report to LGU  4. DSWD FO RSPU provides the LGU the data on the paid and unpaid beneficiaries		Within 1-7 working days after the conduct of the	Payroll-in-Charge: <b>Keziah Dawn Amilao Cherry Mae T.</b>

	including the deceased for their reference and action for possible replacement.  4.1. DSWD FO RSPU to prepare status of recommendation for replacement as validated in the waitlist.		payout.	<b>Borja Zoniel Inocencio</b>
	DSWD FO RSPU to prepare the liquidation report  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		Within 7-14 working days after conduct of pay-out following the Guidelines on Cash Advance / AO No. 13.	<b>Josephine C. Ruta</b> AA III
<b>TOTAL PROCESSING TIME</b>			<b><i>Within 8-21 days processing time</i></b>	

## VI. FEEDBACK AND COMPLAINTS

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

How to file complaints?	<p>Citizen with complaints relative to Social Pension for Indigent Senior Citizens Program may file their respective complaints directly to the Social Pension Program Management Office of DSWD Field Office Caraga. They may also file complaint/s through the Office of Senior Citizens Affairs / Local Social Welfare and Development Office for escalation of concern to the abovementioned program using the Grievance / Complaint Form.</p> <p>Complaints can also be filed via SPPMO Hotline (09094522711 / 09061211859) or e-mail (focrg.socialpension@gmail.com) with the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of Complainant</li> <li>▪ Address</li> <li>▪ Name of Person/Entity being complained</li> <li>▪ Issue/Concern</li> <li>▪ Evidence</li> </ul>
How complaints are processed?	<p>Complaints received by respective offices are escalated to the SPPMO Grievance Officer for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.</p> <p>Grievance Officer shall send report to the SPPMO Focal Person for appropriate action.</p>
Contact Information	<p>For Social Pension Program concerns, you may contact:</p> <p>SPPMO Hotline - 09094522711</p> <p>SPPMO e-mail address – <a href="mailto:focrg.socialpension@gmail.com">focrg.socialpension@gmail.com</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565</p> <p>Call : 165 56</p> <p style="padding-left: 40px;">P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines</p> <p>Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></p> <p>Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

### 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.

<b>Office or Division:</b>	Recovery Reintegration Program For Trafficked Persons		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Citizens		
<b>Who May Avail:</b>	<ul style="list-style-type: none"><li>• TIP Victim-Survivors</li><li>• Families of the victim-survivor of trafficking</li><li>• Witnesses of cases of human trafficking</li><li>• Communities with incidence of human trafficking</li></ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Medical Assistance:</b> 2 photocopies of Valid ID (original ID must be presented upon claiming of assistance)		Any Government issued ID	
Social Case Study Report		DSWD Social Worker	
2 copies (1 original copy and 1 photocopy) of Hospital Bill (for payment of hospital bill) or Prescription (for medicines) or Laboratory requests (for procedure)		Hospital where client/patient was admitted.	
2 copies (1 original copy and 1 photocopy) of Clinical Abstract/Medical Certificate with signature and license number of attending physician (issued within three months.			
2 copies (1 original copy and 1 photocopy) of Barangay Certificate of Indigency		Office of the Barangay Captain	
<b>Educational Assistance:</b> 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	
<b>Livelihood Assistance:</b> 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	
<b>Skills Training:</b>			

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)				
<b>Financial Assistance for Employment (e.g. driver's license, NBI and police clearance, Medical Certificate etc.):</b> 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		
<b>Logistical Support During and Post-Rescue Operation of Victim-survivors of trafficking:</b> Victim-survivors of trafficking during rescue operation. Social workers are highly needed to provide psychosocial counseling and assist victim-survivors of trafficking all throughout the process from recovery to reintegration. <b>NO DOCUMENTS NEEDED</b>		DSWD		
<b>Provision of Temporary Shelter</b> 1. Medical Certificate 2. Case Summary 3. Referral Letter		LGU Social Worker		
<b>Support for Victim-survivors/Witness and Transportation Assistance</b>  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. <b>Victim-survivors of Trafficking reached out, referred to by the RRPTP Social Worker</b>	1.1 Interview of the client.	<b>NONE</b>	15 minutes	<b>RRPTP Social Worker On-Duty</b>
	1.2 Provide psychosocial counselling.		30 minutes	
	1.3 Assessment		30 minutes	<b>RRPTP Social Worker On-Duty and Residential Care Social Worker On-Duty</b>
	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		<b>15 minutes</b>	
<b>2. Submission of Documentary Requirement for the service/s to be availed</b>	2.1 Screening of the submitted documents (Note: Given all requirements are submitted by the client)	<b>NONE</b>	<b>10 Minutes</b>	<b>RRPTP Social Worker/Case Manager</b>
	2.1.1 For the livelihood assistance, the RRPTP Social Worker will coordinate with SLP for technical assistance re: Social Preparation (BBMT).	<b>NONE</b>	<b>7-15 Days</b>	
	2.2 Processing of the assistance being sought;  a. Preparation of Voucher (if financial related) b. Social Case Study Report c. Preparation of referral letter (if needs other program assistance)	<b>NONE</b>	<b>3 working days</b>	
	2.3 PSU/CBU Division Chief and Budget Officer recommend the provision of assistance for approval of the Regional Director.	<b>NONE</b>	<b>1-2 working days</b>	<b>Jessie Catherine B. Aranas,</b> SWO-V/PSD Chief  <b>Ryan V. Piamonte</b> Budget Officer
	2.4 The Regional Director approved the provision of assistance to the victim-survivors of trafficking.	<b>NONE</b>	<b>1-2 working days</b>	<b>Mari-Flor A. Dollaga-Libang</b> Regional Director

	2.5 Releasing of the assistance to the client (Cash or Non-Cash)	<b>NONE</b>	<b>1-2 working days</b>	<b>RRPTP Social Worker/Case Manager</b>
<b>TOTAL FOR TEMPORARY SHELTER</b>		<b>NONE</b>	<b>2 Hours</b>	
<b>TOTAL FOR LIVELIHOOD ASSISTANCE</b>		<b>NONE</b>	<b>15 Days</b>	
<b>TOTAL FOR OTHER ASSISTANCE</b>		<b>NONE</b>	<b>5 Days</b>	

<b>Name of Social Workers On-Duty/ Case Managers</b>	<b>Designation</b>
1. Bernape C. Bantayan	RRPTP Focal, SWO I
2. Aileen Rhea P. Ginete	Social Welfare Officer II
3. Arnel B. Delgado	Social Welfare Officer II

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients/applicants provides feedback through Client Satisfaction Survey Form or client sends letter to FO.
How to send feedback is processed	AA clerk consolidate feedback in a monthly basis to be approved by the PSD Chief. The approved Consolidated Report will be given to the HRMDD to be processed for immediate action (if there are any)
How to file a complaint	ARTA-Recovery Reintegration Program for Trafficked Persons (RRPTP) Protective Services Division 1 <sup>st</sup> Floor Lumilihok Building DSWD Field Office Caraga R. Palma Street, Butuan City CSC-0917-839-8272   Para sa taumbAYAN hotline: 8951-2575 / 8951-2576 / 8932-0111 PCC- 8888
How complaint are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact information	<b>Ms. Bernape C. Bantayan</b> SWO II/RRPTP Focal 0918-947-3954 <a href="mailto:blairebantayan@gmail.com">blairebantayan@gmail.com</a> Through Telephone No. 303-8620 Email Address: <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a>

Contact info of ARTA, PCC and CCB	Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Presidential Complaint Center (PCC) <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  Contact Center ng Bayan (CCB) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565
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#### 14. 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

<b>Office or Division:</b>	DSWD Caraga (PSD-Regional Rehabilitation Center for Youth)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	Male Children in Conflict with the Law (CICL) within Caraga Region			
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		Regional Trial Court		
Barangay Clearance/ Certificate		Local Barangay Office		
Other pertinent documents per RRCY manual				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Admission Phase</b>				
1. Attends pre-admission conference	2.1 Conduct of pre-admission with referring party, client's family and	None	2 hours	Case Manager, Referring Party, Parents or any available family

	<p>other center staff to discuss the problem of the client in line with his admission of the facility, and orient the referring party and client on the programs and services of the facility and health and safety protocols in times of pandemic. The LGU be discussing discharge plan focusing on the roles and responsibilities of the LGU, family and community.</p> <p><b>Remarks:</b> <i>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>			<p>members, if possible.</p> <p>*Social Workers/Case Managers (Please see attached list of names)</p>
<b>Admission Phase</b>				
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	<p>Helping Team/Multidisciplinary Team, Referring Party</p> <p>*Multidisciplinary Team (please see</p>

	<p>The Case Manager accomplish Admission Slip, and requires referring party's signature. Client/resident of legal age is required to affix his signature as an expression of conformity. Parent/relative of minor client/resident should sign the admission slip witnessed by the referring party. Client/Resident signing of Data Privacy Consent or <i>Pahintulot Hinggil sa Pagkalihim 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 him to the Helping Team/Multi-disciplinary Team.</p> <p><b>Remarks:</b> <i>In new normal situation/emerging infectious diseases, the LGUs are encouraged to refer</i></p>			<p>attached name of staff)</p> <p>*Case Manager (Please see attached list of names)</p> <p>*Social Worker on-duty/Case Manager, Houseparent</p>
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	<i>clients in group considering health and safety protocols and use of available isolation facility in the RCF.</i>			(Please see attached list of names)
2. Submits self to inventory of belongings	2.1 Conducts an inventory of the client's/resident's belongings and records it. The client / resident referring party and or parents are required to affix their signature in the Inventory of Belongings.	None	During the Client's 1 <sup>st</sup> day in the facility	*Houseparent on Duty (Please see attached list of names)
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.	None	During the Client's 1 <sup>st</sup> day in the facility	*Houseparent on duty (Please see attached list of names)
4. Submits self for examination	4.1 Refers or submits client for physical examination.	None	During client's first day in the facility	Helario Al-ag, III – Nurse I
	4.2 Endorses the client/resident to the Houseparent on duty, and brief the latter on the client's/resident's disposition as well as	None	During client's first day in the facility	*Social Worker, Houseparent (Please see attached list of names)

	the case background to enable the Houseparent to understand the client's/resident's behavior and interact with him properly.			
<b>Center-based Intervention Phase</b>				
1. Submits for interview	1.1 Conducts initial assessment using the Intake Sheet to gather additional relevant information on problem presented as basis for assessment and recommendation.	None	During client's 1 <sup>st</sup> day in the facility	*Social Worker (Please see attached list of names)
	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 <sup>nd</sup> to 7 <sup>th</sup> day of client in the facility	Patricia Rhed Obedoza, Psychometrician
	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	None	During client's 2 <sup>nd</sup> to 3 <sup>rd</sup> week of in the facility	Helping Team/Multidisciplinary members, Referring Party, LGU Social Worker  *Multidisciplinary Team (Please see attached list of names)

	to the concerned LGU.			
	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 5 days after admission          Within 15 days after admission for the Intervention Plan	Social Worker, Client/Resident   *Social worker (Please see attached list of names)
	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 <sup>th</sup> week in the facility;	Helping Team/Multidisciplinary Team, Referring Party, LGU   *Multidisciplinary Team (Please see attached list of names)
	1.6 Review and update the Intervention Plan based on the result of the case conference, if necessary.		During client's 4 <sup>th</sup> week in the facility;	*Multidisciplinary Team (Please see attached list of names)
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	None	During the client's/resident's stay in the facility	*Multidisciplinary Team (Please see attached list of names)



	social functioning and rehabilitation goal		which is a minimum of 18 months with exception to the following:  a. Early reintegr ation/ rehabilit ation prior to 18 months;  b. 18 months and beyond dependi ng on the coping of client/ resident and other circums tances of the case and the assess ment of the Social Worker.	
	2.2 Monitors the progress of the client in relation to achievement of	None	Monthly	*Multidisciplinary Team (please see attached list of names)

	goals. The Helping Team/ Multidisciplinary Team conducts regular case conducts regular case conference as part of monitoring the case.			
	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 <sup>rd</sup> month in the facility	*Social Worker/ Multidisciplinary Team (Please see attached list of names)
	2.4 Submits progress report to court of the clients/residents' status of rehabilitation in relation to agreed plan.	None	Once every three months	*Social Worker (please see attached list of names)
<b>Evaluation and Termination</b>				
	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	Multidisciplinary Team, Referring Party, LGU Social Worker, Client's family if available  *Multidisciplinary Team (please see attached list of names)

	2. Informs the referring party regarding the client's achievement of rehabilitation/helping goals and request for Parenting Capability Assessment (PCAR).	None	After client's assessment as rehabilitated and recommended for discharge and family reintegration	*Social Worker (please see attached list of names)
	3. Informs the court thru submission of Final Report regarding the achievement of the rehabilitation goals of the client/resident.	None	Upon receipt of P/FCAR submitted by LGU	*Social Worker (please see attached list of names)
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</p>	None	2 hours	<p>Multidisciplinary Team, Accepting Party, Client's family, Key members in the community such as Barangay Officials among others</p> <p>*Multidisciplinary Team (Please see attached list of names)</p>

	<p>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.</p> <p>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>			
	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 (please see attached list of names)
2. Submit to medical examination	2.1 The Medical Officer or any available medical personnel in the facility conduct general medical	None	One week prior scheduled discharge	Helario Al-ag, III- Nurse I

	examination to the client.			
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	Multidisciplinary Team, Client, Family, concerned SWDAs, LGU  *Multidisciplinary Team (please see attached list)
	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  *Social worker (please see attached list of names)
<b>Post Center based Intervention Phase</b>				
	1. Sends request to concerned LGU for the submission of detailed progress report on the adjustment of the client in his/her family and	None	6 months to 1 year after discharge	Social Worker, LGU, other Stakeholders, Client, Client's family

	<p>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 is incorporated in the Final Report submitted to Honorable Courts.</p>			*Social worker (please see attached list of names)
	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 (please see attached list of names)
	3. Follows-up the LGU for the submission of aftercare report.		Quarterly/ once every three months	*Social Worker (please see attached list of names)
	4. After receipt of Progress Report and or detailed information /feedback directly		Upon completion of at least 50% of the After- Care	*Social Worker (please see attached list of names)

	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.		Program Plan	
<b>TOTAL</b>		<b>NON E</b>	<b>1 year and six months or 18 months for Center Based Phase</b>	

**\*Social workers of RRCY**

1. Angelica Moncano, SWO I
2. Merlie Joy Chiong, SWO II
3. Karen Tagal, SWO II
4. Lanie Nano
5. Rhesa Maturan, SWO II

**\*Houseparents of RRCY**

1. Joselito Cabadonga, HP II
2. Bryan Ramon, HP II
3. Kenneth Diza, HP II
4. Alberto Guerrero, HP II
5. Charlene Armodia, HP I
6. Randy Salas, HP I
7. Glenn Cuyag, HP I
8. Renato Aratea, HP I
9. Roel Rivas, HP I
10. Manases Mullanida, HP I
11. Joey Morales, HP I
12. Sheila Pateno, HP I
13. Jiffy Galdiano, HP I
14. Arnel Cabriadas, HP I
15. Philip Mark Abarquez, HP I

### \*Multidisciplinary Team (MDT)

1. Vilma Bare, Center Head
2. Helario Al-ag, III, Nurse I
3. Patricia Rhed Obedoza, Psychometrician
4. Rizalyn Degala, Manpower Development Officer II
5. Jay Galleron, Supervising Houseparent
6. Joselito Profel Martinez, III, ALS Facilitator (HS Level)
7. Jocelyn Libradilla, ALS Facilitator (Elem. level)

**Note:** All Houseparents and social workers are MDT members

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client will provide feedback through Client Satisfaction Measurement Survey Report
How feedback are processed	Feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Center Head and PSD Chief for approval and consolidation every 20 <sup>th</sup> day of the month.
How to file a complaint	<p>Complaints can be filed by writing a letter or sending an email directly at <a href="mailto:rrcy.focrg@dswd.gov.ph">rrcy.focrg@dswd.gov.ph</a> or through the Regional Office at <a href="mailto:focrg@dswd.gov.ph">focrg@dswd.gov.ph</a></p> <p>DSWD-RRCY Caraga            Purok 9, D.O. Plaza Govt. Center, Brgy. Patin-ay, Prosperidad, Agusan del Sur            Tel. No. 085-839-0022</p> <p>DSWD Field Office Caraga            R. Palma St., Brgy. Dagohoy, Butuan City            Tel. No. 3038620</p>
Complainant Using 8888	<p>Record Unit will receive the complaint and will be forwarded to PSD Head, if the concern is for RRCY, the Center Head or the concern Social Worker will answer the said complaint/s.</p> <p>DSWD-PSD            R. Palma St., Dagohoy, Butuan City            085-303-8620</p>
How complaints are processed	<p>Complaints are processed and acted upon 24 hours upon receipt. 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 CRCF for</p>



	validation, clarification, and appropriate action, and shall be requested for the copy of actions taken/clarifications for eventual feedback to the compliant sender
Contact information	<b>DSWD FO Caraga</b> 085-303-8620  <b>DSWD-RRCY Caraga</b> 085-839-0022 <a href="mailto:email@rrcy.focrg@dswd.gov.ph">email@rrcy.focrg@dswd.gov.ph</a>

## 15. GOVERNMENT INTERNSHIP PROGRAM/IMMERSION OUTREACH PROGRAM/

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

	2. Final Screening and Interview of Applicants			
	3. Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.)			
2. Attend program orientation.	2.1 Inform LSWDOs via call and text regarding the schedule of orientation to the program beneficiaries.	None	1 hour	Sectoral Section
3. Start of internship in their respective area of assignment.	3.1 Coordinate with LSWDO/YFP on the monitoring of performance program beneficiaries one month after deployment.  3.2 Capacitate participants through Cap-Build activity.	None	15 minutes per LGU  Half-day	Sectoral Section; Youth Focal Person
<b>Release of Stipend</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Daily Time Record			Client	
Accomplishment Report			Client	
Photo Documentation			Client	
Feedback Form			LSWDO/Division/Unit Assigned	
Client Survey Form			LSWDO/Division/Unit Assigned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the required documents.	1. Review documents and prepare payroll.	None	1 day	Youth Focal Person
	1.2 Forward to Division Chief for Review and Recommending Approval.	None	1 hour	<b>Jessie Catherine B. Aranas, SWO V</b> Protective Services Division Chief
	1.3 Forward to Regional Director for Approval.	None	1 day	<b>MARI-FLOR A. DOLLAGA-LIBANG</b> Regional Director
	1.4 Forward to Finance Management Division for financial transactions.	None	5 days	<b>Ryan V. Piamonte</b> AO V- Budget Officer  <b>Gretchen Escala</b> Accountant  <b>Genette Marban</b> Cash Unit Head
	1.5 Inform program beneficiaries on the availability of stipends.	None	2 hours	Youth Focal Person
2. Conduct Program Review and Evaluation	2.1 The youth focal person will program review and evaluation to all program beneficiaries	None	1 hour	Sectoral Section
3. Claim stipend	3.1 Facilitate release of stipend.	None	10 minutes	Youth Focal Person
	3.2 Facilitate filling-out of client satisfaction survey/feedback			

<b>TOTAL</b>	<b>None</b>	<b>7 days, 4 hours and 10 minutes</b>
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send 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 complaints are processed	Complaints are processed and acted upon 24 hours upon receipt.
Contact Information	<b>DSWD Field Office Caraga</b> (085) 303-8620  <b>ARTA</b> : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> <b>PCC</b> : 8888  <b>CONTACT CENTER NG BAYAN:</b> SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a>

# **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).

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G), Government to Citizen (G2C)			
<b>Who may avail:</b>	All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1.Submit request	1. Receive and record the request in the document transaction/tracking system.  1.1 Advise the requesting party that they will receive an email or call after 1 working day on the approval of their request and the expected schedule of release of the results.  1.2 Forward the request to the Director for approval	None	15 minutes	Mary Jean Jabonero
	2.Review and decide if the request is for processing or not, endorse it to the Policy and Plans Division Chief.	None	6 hours	RD Mari-Flor Dollaga-Libangr

	3. Input recommendations and endorse it to the assigned Project Development Officer;	None	3 hours	COD Aldie Mae A. Andoy
	4. Inform the requesting party on the approval/disapproval of the data request.  <ul style="list-style-type: none"> <li>● <b>If approved</b>- schedule the orientation will be scheduled including preparation of documentary requirements for submission of the letter request.</li> <li>● <b>If disapproved</b>-inform the requesting party of the disapproval highlighting the grounds for such denial through writing. End Process.</li> </ul>	None	2 hours	Adelito T. Mendoza
	5. Orient the requesting party on Listahanan, Data Privacy Act of 2012, MC 15 s 2021, and data sharing policy and requirements  5.1. Issue Certificates of Orientation  5.2. Send to the requesting party hard or electronic copies of the law, IRR and the issuances of NPC together with the issuance of Certification on the acknowledgement receipt of the said law /policies.	None	2 hours	Raffy C. Pocon  Adelito T. Mendoza

	6. Review all documentary requirement including MOA submitted by the requesting party  6.1 Schedule the conduct of virtual/physical inspection meeting with the requesting party;	None	2 hours	Raffy C. Pocon  Adelito T. Mendoza
	7. Inspect the virtual/physical IT facilities of the requesting party.  7.1 Issue certifications (physical setup certification and organizational. technical and security setup certification)	None	1 day	Raffy C. Pocon  Adelito T. Mendoza
	8. Attached certification and documentary requirements to the accomplished DSA for endorsement to the Department's Regional DPO;	None	2 hours	RD Mari-Flor Dollaga-Libang
	9. Assess the accomplished DSA and documentary attachments, once approved, endorse the DSA for signature of the RD.	None	1 day	RD Mari-Flor Dollaga-Libang  ARDO Jean Paul S. Parajes
	10. Review and sign the DSA. Endorse the DSA to NHTS for facilitation of notarization and data processing;	None	3 days	Raffy C. Pocon
	11. Generate the requested data	None	1 day	Raffy C. Pocon



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administer CSMF	inquiry. Administer the CSMS form per CART guidelines.			
<b>TOTAL</b>		<b>No Fees</b>	<b>10 days, 1 hour , 35 minutes</b>	
<i>*With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party</i>				

## 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.

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G@B), Government to Citizen			
<b>Who may avail:</b>	-All NGAs, GOCCs, NGOs, CSOs, and Private Foundations for the purpose of utilizing the data for social protection programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Request	1. Receive the request  1.1Record the request in the DSWD EDTMS/ any other tracking system  1.2. Endorse request to the Regional Director	None	15 minutes	MaryJean Jabonero
	2.Provide instruction to facilitate / review the request	None	2 hours	RD Mari-Flor Dollaga-Libang

	2.1. Endorse to the PPC Chief			
	3. Provide recommendations in the request  3.1 Endorse to the assigned PDO to inform the client about the status of the request	None	1 hour	COD Aldie Mae A Andoy
	4. Status of the approval/ disapproval of the data request based on the DSWD MC 15 s 2021.  <b>Disapproved</b> - Sign the letter of disapproval and endorse to the client. End of Process.  <b>Approved</b> - Client submits the DSA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP) to the NHTS	None	1 hour	<i>RD Mari-Flor Dollaga-Libang</i>  <i>Adelito T. Mendoza</i>
Compliance and Submission of signed Memorandum of Agreement and documentary requirements to NHTS	5. Review all documentary /requirements including the DSA submitted by the client  Non-compliant - Inform the client regarding the incomplete requirement via email.	None	2 hours	<i>Adelito T. Mendoza</i>

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	<p>7. Secure the data by adding a password to the file</p> <p>7.1 Prepare the DRF</p> <p>7.2 Draft the response memorandum</p> <p>7.3 Save the results in the compact disc (CD), USB, or hard drive.</p> <p>Other electronic storage device may apply as long as it is approved by the IT Head and that is provided by the client.</p> <p>Google drive may also be used as data storage as long as it is encrypted with password protected.</p> <p>The file/s is only shared to the identified staff</p> <p>7.4 Sign the DRF</p> <p>7.5 Endorse the finalize documents to the PPD Chief.</p>	None	3 hours	<i>Raffy C. Pocon</i>
Signing of MOA	8. Sign the memorandum, then endorse to AA for releasing	None	1 hour	<i>RD Mari-Flor A. Dollaga-Libang</i>
Receipt of the request	<p>9. Track the documents in the EDTMS / any other tracking system.</p> <p>9.1. Scan a copy of the documents for record keeping</p>	None	10 minutes	<i>Mary Jean Jabonero</i>

	9.2. Release the document to the client			
Administer CSMF	10. Provide the password of the file to the client through phone upon inquiry  10.1. Administer the Client Satisfactory Measurement Survey Form (CSMS) form per Committee on Anti Red Tape guideline.	None	10 minutes	<i>Raffy C Pocon</i>  <i>MARY Jean Jabonero</i>
<i>*With possible extension on the actual data processing depending on the volume of data requirements, number of names required, and the compliance and submission of the documentary requirements by the requesting party</i>	<b>TOTAL:</b>	<b>None</b>	For 5000 names and below - 2 days, 3 hours, 45 mins; For 5,001- 50,000 names - 4 days, 3 hours, 45 mins; For For 50,000-400,000 names 8 days 3 hours 45 mins;  For 400,0001-1,000,000 names - 21 days, 3 hurs, 45 minis;	

### 3. DATA SHARING – STATISTICS / RAW DATA REQUEST

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

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		
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. Submit Request	1. Receive and record the request in the document transaction/ tracking system.  1.1 Forward the request to the PPD Chief	None	30 minutes	Mary Jen Jabonero
	2. Review the merit of the request based on MC 15 s 2021. Upon approval of the request, endorse to Operations Divisions	None	5 hours	RD Mari-Flor A. Dollaga-Libang
	3. Input comment/s then endorse to the OD-Statistics Section/ NHTS	None	1 hour	Adelito T. Mendoza
	4. Provide instructions based on the data requested then forward to the Associate Statistician for data generation	None	1 hour	Marivic E. Flores Adelito T. Mendoza
	5. If the request is:  <b>Not Clear</b>  a. In case of vague data request, the Associate Statisticians shall coordinate with the data users (through emails, recorded calls or texts) to clarify the data requirement  b. In case the requested data is not	None	1 day	Marivic E. Flores

	available in the Listahanan database, the Associate statistician shall provide recommendations to the requesting party on other possible data available			
	<b>Clear</b>  5.1 Generate the requested data from the Listahanan database (In excel or in any format available)  5.2 Draft response letter/memorandum to the requesting party and attach routing slip  5.3 Submit to the Statistics Section Head/RFC			
	6. Review the generated statistics / raw data. In case the generated data is:  Not accurate - Return the generated statistics/raw data to the Associate Statisticians for revision  Accurate - Submit to the PPD Chief for approval and data release.	None	4 hours	Marivic E. Flores  Adelito T. Mendoza



	7. Countersign response letter/memorandum then endorse to the Regional Director for approval	None	1 hour	COD Aldie MAe A Andoy
	8. Approval of the facilitated data request for release to the requesting party.  Not Approved - .Return the facilitated request to the NHTS for revision;  Approved - Sign the response letter/memorandum with the attached facilitated data request for releases;	None	5 hours	RD Mari-Flor A. Dollaga-Libang
<b>Total:</b>		<b>None</b>	<b>3 days, 2 hours</b>	

#### 4. WALK-IN NAME MATCHING DATA REQUEST

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

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G-Government to Citizen				
<b>Who may avail:</b>	-Any member of the household 18 years old and above  -Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member  (In instances where the household is composed of minor members, only the eldest member may file the grievance.)				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>(1) Valid Identification Card/Proof of Identity</li> </ul> </td><td>           1. (Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)         </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<ul style="list-style-type: none"> <li>(1) Valid Identification Card/Proof of Identity</li> </ul>	1. (Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
<ul style="list-style-type: none"> <li>(1) Valid Identification Card/Proof of Identity</li> </ul>	1. (Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)				

<ul style="list-style-type: none"> <li>Walk-in Name Matching Form (1 original)</li> </ul>		2. National Household Targeting Section-Administrative Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of name matching	<p>1. Interview the client to evaluate the validity of the request as to its purpose-</p> <p><b>Invalid</b> - the designated Grievance Office will inform the client on the grounds for the denial if the request based on DSWD MC 15 S 2021. End of the process.</p> <p><b>Valid</b> - the designated Grievance Officer will provide the name matching upon confirming the validity of the request and will proceed for processing once the client accomplishes the form</p>	None	30 minutes	Mary Jean Jabonero
	2. Explain the result of the name matching	None	5 minutes	Adelito T Mendoza
Administer CSMF	3. Administer the Client Satisfactory Measurement Survey (CSMS) form per Committee on Anti-Red Tape guideline	CSMS Form	5 minutes	Adelito T Mendoza
Total around time		None	40 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
How feedbacks are processed	Every 1 <sup>st</sup> week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section.

How complaints are processed	Complaints received are consolidated every 25 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p><b>National Household Targeting Section</b>            3<sup>rd</sup> Floor, Pahigayon Building            DSWD Caraga, R. Palma Street,            Barangay Dagohoy, Butuan City            Tel. Nos.: (085) 303-8620 loc. 247            E-mail: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a></p> <p><b>ARTA</b> : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  <b>PCC</b>: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                    P 5.00 + VAT per call anywhere in the                    Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

## 1. Approval for the conduct of research study and acquiring primary data from DSWD officials/personnel, beneficiaries, and clients

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. Researches with target respondents **involving one (1) region** shall seek the approval of the corresponding Regional Director. Research requests must be submitted to the Regional 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 photo/video/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.

<b>Office or Division:</b>	Policy and Plans Division (PPD) / Policy Development and Planning Section (PDPS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government



<b>Who may avail:</b>	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.						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> <b>If request shall not undergo Research Protocol:</b>            1. Request letter         </td><td>Researcher</td></tr> <tr> <td> <b>If the request shall undergo Research Protocol:</b>            1. Request letter            2. Research Request Form            3. Research Brief            4. Research Instruments         </td><td>           Researcher            PDPS            PDPS            Researcher         </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<b>If request shall not undergo Research Protocol:</b> 1. Request letter	Researcher	<b>If the request shall undergo Research Protocol:</b> 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher PDPS PDPS Researcher
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
<b>If request shall not undergo Research Protocol:</b> 1. Request letter	Researcher						
<b>If the request shall undergo Research Protocol:</b> 1. Request letter 2. Research Request Form 3. Research Brief 4. Research Instruments	Researcher PDPS PDPS 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 Regional 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 PPD or PDPS Head for assignment and	None	4 hours	<u>Administrative/Technical staff of the Office of the Regional Director/ Records and Archives Management Section/ PPD</u>  <b>Mr. Eric O. Descartin</b> <u>PDO II- Researcher</u>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	further instructions (if any) to the concerned technical staff			
	1.4. Review the request and assign to available technical staff	None	4 hours	<b>Ms. Aldie Mae A. Andoy</b> <i>Chief, PPD</i>
				<b>Mr. Eval B. Makinano</b> <i>Head, PDPS</i>
	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	<b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>
	1.6. Assess the research request if the request shall undergo research protocol (i.e., approval of the Regional Director) using the <i>Checklist for Reviewing Research and SWD Data Requests</i>	None	4 hours	<b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>
	1.6.1. For requests that need not go through the protocol, endorse researcher to the concerned DSWD Field	None	2-4 days	<b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Office - Offices/ Divisions/ Sections/Units (ODSUs) using the <i>Endorsement of Research and SWD Data Request Form</i> (either hard copy or soft copy via email), then request the researcher to fill up the <i>Client Satisfaction Measurement Survey</i> (either online or paper-based) and proceed to step 3.			
	<p>1.6.2. For requests that need to go through the protocol, review submitted documents as to completeness</p> <p>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</p>	None	2 days	<b>Mr. Eric O. Descartin</b> <i>PDO II- Researcher</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	research protocol.			
2. Submit complete documentary requirements (Request letter, Accomplished Research Request Form, Research Brief, and research instruments)	2. Review of research request with concerned ODSUs 2.1. Review and assess the submitted documents in consultation with the concerned ODSUs	None	7 days	<b>Mr. Eric O. Descartin</b> PDO II-Researcher  Concerned DSWD FO-ODSUs
	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	<b>Mr. Eric O. Descartin</b> PDO II-Researcher
	2.3. To recommend Approval? 2.3.1. Yes - Prepare a recommendation for approval using the Outline Memorandum of Recommendation on the Research Request for review and initial	None	1 day	<b>Mr. Eric O. Descartin</b> PDO II-Researcher  <b>Ms. Aldie Mae A. Andoy</b> Chief, PPD  <b>Mr. Eval B. Makinano</b>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>of the Division Chief. This shall include the consolidated <u>recommendations</u> from the concerned ODSUs.</p> <p>2.3.2. No - Communicate decision to the researcher and inform them of relevant revisions that are needed to be made. Two (2) days will be given to the researcher to officially respond, through a letter, 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</p>			Head, PDPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	online or paper-based) and proceed to step 3.			
	<p>1.1. Regional Director to approve/disapprove request based on recommendations</p> <p>To approve?</p> <p>1.1.1. <u>Yes</u> - Inform researcher and endorse to the concerned ODSUs. 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.</p>	None	1 day	<p><b>Ms. Mari-Flor A. Dollaga Libang</b> Regional Director</p> <p><b>Mr. Eric O. Descartin</b> PDO II-Researcher</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
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	Mr. Eric O. Descartin <i>PDO II-Researcher</i>
	<b>Total</b>	<b>None</b>	<b>6 days and 15 minutes or 15 days and 15 minutes<sup>1</sup></b>	

<sup>1</sup> The former, if the request would not undergo the research protocol, or the latter, if the request would 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.

Office or Division	Policy and Plans Division (PPD) / Policy Development and Planning Section (PDPS)
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.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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 logbook and provide the requesting party with receiving copy of request, if walk-in client or print out	None	15 minutes	Administrative/Technical staff of the Office of the Regional Director/ Records and Archives Management Section/ PPD  <b>Mr. Eric O. Descartin</b>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>the request letter and acknowledge receipt, if request is received via email</p> <p>1.2. Check the completeness of information in the request (i.e., specific data, scope, coverage, and year)</p>			<i>PDO II-Researcher</i>
	<p>1.3. Encode the details in the office's tracking system for incoming documents</p>	None	5 minutes	Administrative/Technical staff of the Office of the Regional Director/ Records and Archives Management Section/ PPD  <b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>
	<p>1.4. Endorse to the PPD or PDPS Head for assignment and further instructions (if any) to the concerned technical staff</p>	None	5 minutes	Administrative/Technical staff of the Office of the Regional Director/ Records and Archives Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>1.5. Assign data request to concerned technical staff</p> <p>1.6. Assess the data request if the data/information are available within the office</p> <p>Data available within DSWD?</p> <p>1.6.1. Yes, within PDPS - Prepare the requested data/information then proceed to step 1.7</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>Single data: 1-3 hours Multiple data: 1 day</p>	<p>Section/PPD</p> <p><b>Mr. Eric O. Descartin</b> PDO II-Researcher</p> <p><b>Ms. Aldie Mae A. Andoy</b> Chief, PPD</p> <p><b>Mr. Eval B. Makinano</b> Head, PDPS</p> <p><b>Mr. Eric O. Descartin</b> PDO II-Researcher</p> <p><b>Mr. Eric O. Descartin</b> PDO II-Researcher</p>
	1.6.2. Yes, within other ODSUs - Endorse the request to the concerned ODSU using the <i>Endorsement of Research and SWD Data Request Form</i>	None	30 minutes	<b>Mr. Eric O. Descartin</b> PDO II-Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>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> <p>1.7. Prepare response letter with the requested data for submission to the Division/Section Chief for review, approval, and initial</p>	None	30 minutes	<b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>
	1.8. Review, approve, and endorse response letter with the requested data to the Regional Director for	None	20 minutes	<b>Ms. Aldie Mae A. Andoy</b> <i>Chief, PPD</i>  <b>Mr. Eval B. Makinano</b> <i>Head, PDPS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	approval and signature			
	1.9. Approve and sign the response letter with the requested data	None	4 hours	<b>Ms. Mari-Flor A. Dollaga-Libang</b> <i>Regional Director</i>
	1.10. Send the signed/approved response letter with the requested data to the requesting party 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.	None	30 minutes	<b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>
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	<b>Mr. Eric O. Descartin</b> <i>PDO II-Researcher</i>
	<b>Total</b>	<b>None</b>	<b>1 day, 1 hour, 10 minutes or 1 day, 6 hours, 40 minutes<sup>2</sup></b>	

<sup>2</sup> The former, if the request is for single data, or the latter, if request is for multiple data



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Researchers/Requesting parties are requested to accomplish the <i>Client Satisfaction Measurement Survey</i> to be provided by PDPS 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 PDPS 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	PDPS Technical Staff to receive the appeal and endorse recommendation with the PPD/PDPS Head's initials to the Regional 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)  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            8-478-5093            1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC)  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p>Contact Center ng bayan (CCB)  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565 (SMS)            165 56 (call)  <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> (Facebook)  <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a> (Web)</p>

## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Policy and Plans Division – Policy Development and Planning Section - (PPD- PDPS)	DSWD Field Office Caraga, R. Palma Street, Butuan City, Philippines 8600	Tel No.: (085) 303-8620 Email: research.focrg@dswd.gov.ph



## ISSUANCE OF NATIONAL SOLICITATION PERMIT/ CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION IN NORMAL SITUATION

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

<b>Office or Division:</b>	<b>Standards Section – DSWD Field Office</b> Standards Compliance and Monitoring Division (SCMD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>• Government to Client (G2C)</li> <li>• Government to Government (G2G)</li> </ul>	
<b>Who may avail:</b>	All eligible person/individual, groups whether organized or unorganized, Corporations whether profit or non-profit, Organizations or Agencies, Associations including Civil Society Organizations (CSOs), Registered, Licensed and/or Accredited SWDAs including Social Welfare Arms of religious Organizations desiring to solicit funds for charitable and public welfare purposes in more than one (1) region.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. For Individuals, Corporation, Organization or Association desiring to solicit funds for charitable and public welfare purposes</b>		
1. Duly Accomplished Application Form		<ul style="list-style-type: none"> <li>• <b>DSWD Central Office - Standards Bureau (SB)</b> IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• <b>DSWD Field Office - Standards Section-Caraga Region</b></li> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 2: DSWD-SB- PSF-001: Application Form</li> </ul>



<p>2. Certified True Copy (CTC) of Certificate of Registration which has jurisdiction to regulate the endorsing SWDA, and Articles of Incorporation and By-Laws, if new application  <b>*Not applicable to Government Agencies and SWDAs with Valid RLA</b></p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>
<p>3. Updated Certificate of Good Standing, or Updated Certificate of Corporate Filing/Accomplished General Information Sheet (GIS) from SEC or any government regulatory agencies that has jurisdiction to regulate the applicant organization or agency.  <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b></p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>
<p>4. Project Proposal on the intended public solicitation approved by the Head of Agency including the work and financial plan (WFP) of the intended activity indicating details of the methodology to be used.</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
<p>5. Updated Profile of the Governing Board or its equivalent in the corporation, certified by the Corporate Secretary or any equivalent officer.  <b>*Not applicable to Government Agencies and SWDAs with Valid RLA.</b></p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 6: DSWD-SB-PSF-004: Profile of Governing Board</li> </ul>
<p>6. Notarized Written Agreement or any similar document signifying the intended beneficiary/ies concurrence as recipient of the fundraising activities.</p> <p><i>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.</i></p>	<ul style="list-style-type: none"> <li>• From the applicant signed by the intended beneficiary/recipients or its head/authorized representative</li> </ul>
<p>7. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility.</p>	<ul style="list-style-type: none"> <li>• From the Licensed and Accredited SWDA that allowed the applicant to solicit funds under their name or responsibility</li> </ul>

<p>8. 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:</p> <p>8.1. Director of Private Schools        8.2. Schools Superintendent of Public School        8.3. Head or authorized representative of National Government Agencies (NGAs)        8.4. Head or authorized representative of Local Government Unit (LGU)        8.5. Bishop/Parish Priest/Minister or Head of Sect or Denomination        8.6 Others</p>	<ul style="list-style-type: none"> <li>from the agency that allows applicant to undertake solicitation activities in their jurisdiction</li> </ul>
<p>9. Medical Certificate/Abstract and/or Treatment Protocol certified by the attending physician or by an Hospital Records Section</p>	<ul style="list-style-type: none"> <li>From the attending physician or Hospital Records Section</li> </ul>
<p>10. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)</p>	<ul style="list-style-type: none"> <li>From the Local Social Welfare and Development Officer who has jurisdiction on the area of the applicant</li> </ul>
<p>11. Signed Memorandum of Agreement (MOA) between the DSWD and the C/MSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.</p>	<ul style="list-style-type: none"> <li>From the concerned DSWD Office and/or the C/MSWDO of the concerned LGU</li> </ul>
<p>12. Approved and notarized board resolution or other written authorization for the solicitation activity which shall ensure strict compliance to the standard ratio of funds utilization (Annex 20) or Pledge of Commitment for Individuals (Annex 11)</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 10 - DSWD-SB-PSF-008: Board Resolution        Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
<p>13. Fund Utilization Report (Annex 12) of proceeds and expenditures</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>
<p>14. 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"> <li>From the Applicant as issued by the concerned Field Office</li> </ul>

15. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.

- Concerned LGU where the applicant is based.



**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
<b>STEP 1:</b> Secure application form thru the DSWD Website or from the DSWD Field Office	Client secures or provided with application form and checklist of requirements	None	*5 minutes	<b>Jolibee B. Dagani,</b> AA III-Standards Section  <b>Vanissa S. Sumampong,</b> Admin Aide I-Standards Section
<b>STEP 2:</b> Payment of Processing Fee	Receive payment for the required processing fee and issue official receipt (OR)	₱1,000.00	*10 minutes	<b>Ma. Genette Marban, AO V</b>  Cash Division Finance Service Unit -  DSWD Field Office
<b>STEP 3:</b> Submit/file application documents	<p><b>If Complete and Compliant:</b></p> <p>1.1. 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><b>If found incomplete or non-compliant,</b></p> <p>1.1 Communicate with the applicant citing reason/s for non-</p>	None	*15 minutes	<b>Nikki A. Alfante,</b> SWO I - Standards Section DSWD Field Office Caraga
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	processing and denial.			
	1.2 Return all documents submitted accompanied by a letter providing technical assistance and a checklist of requirements for applicant Organization's compliance.	None	3 days	<b>Nikki A. Alfante,</b> <b>SWO I -</b> Standards Section DSWD Field Office

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

<b>STEP 4:</b> Wait for the result of the assessment	1.1 Endorse complete application documents including copy of official receipt representing payment of processing fee together with the assessment report to the Standards Bureau – DSWD Central Office	None	7 days	<b>Nikki A. Alfante,</b> <b>SWO I -</b> Standards Section
	1.2 Review and validate application documents for compliance to requirements, prepare Permit/Certificate of Authority to Conduct National Fund Raising Campaign and endorse the same to the Undersecretary concerned for recommending her approval	None	2 days, 6 Hours and 30 minutes	<b>Technical Staff –</b> Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -  Standards Bureau  DSWD Central Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Undersecretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	None	1 day	<b>Assistant Secretary</b>
	<p>1.4 Endorse application documents and Permit/Certificate of Authority to Conduct National Fund Raising Campaign to the office of the Secretary with recommendation for approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign</p> <p>Note: If disapproved, return to the Standards Bureau and provide reason for disapproval</p>	None	1 day	<b>Undersecretary</b>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval	None	2 days	<b>DSWD Secretary or Authorized Representative</b>
	<b>If disapproved to requirements:</b> 1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.  1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.	None	3 days	<b>Technical Staff –</b>  Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -  Standards Bureau  DSWD Central Office
<b>STEP 5:</b> Issuance of Permit	1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter  1.2 Issues the National Fundraising Campaign	None	1 Hour and 30 minutes	<b>Focal Person –</b>  Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -  Standards Bureau



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approval and signing of Permit/Certificate of Authority to Conduct National Fund Raising Campaign by the Secretary or his/her authorized representative.  Note: If disapproved, return to the Standards Bureau and provide reason for disapproval	None	2 days	<b>DSWD Secretary or Authorized Representative</b>
	<b>If disapproved to requirements:</b> 1.1 Call the attention of the concerned DSWD Field Office and communicate citing reason/s for non-processing and denial.  1.2 Provides the necessary technical assistance to rectify the gap and/or submit lacking requirements.	None	3 days	<b>Technical Staff –</b>  Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -  Standards Bureau  DSWD Central Office
<b>STEP 5:</b> Issuance of Permit	1.1 Notify the Applicant Organization on the approved National Fundraising Campaign Authority/Permit through Conforme Letter  1.2 Issues the National Fundraising Campaign	None	1 Hour and 30 minutes	<b>Focal Person –</b>  Standards Compliance and Monitoring Division (SCMD), Division Chief, Bureau Director -  Standards Bureau

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Authority/Permit or the Denial Letter  1.3 Notify DSWD Field Office concern for monitoring and validate the conduct of solicitation activities of applicants to determine whether solicitation activity is in accordance with the issued permit.			DSWD Central Office
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱1,000.00	14 working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱1,000.00	Three (3) days	
<b>Incomplete Submission:</b>		None	30 minutes	

*\*The number of minutes shall be included on the total 14 working days.*

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## ISSUANCE OF REGIONAL TEMPORARY SOLICITATION PERMIT/CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION 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*

<b>Office or Division:</b>	Standards Section – DSWD Field Office
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	Government to Client (G2C)
<b>Who may avail:</b>	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
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<b>A. For Person/s desiring to solicit or receive contributions for response to victims of state of emergency/calamity</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section-DSWD Field Office Caraga</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 1 - DSWD-SB-PSF-001: 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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report</p>
5. Additional Requirements for Persons <ol style="list-style-type: none"> <li>Two valid government issued Identification Cards</li> <li>Barangay Certification attesting to the applicants integrity and capability to launch a fund raising activity</li> </ol>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>



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"> <li>Applicant</li> </ul>
7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based.</li> </ul>
<b>B. For Person/s representing an unorganized/unregistered group</b>	
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"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 2 - DSWD-SB-PSF-001: Application Form</li> </ul>
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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
3. Undertaking to comply with the remaining requirements during the validity of the issued solicitation permit	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 7 - DSWD-SB-PSF-006: Undertaking</li> </ul>



<p>4. Additional Requirements for Persons representing an informal/unorganized group</p> <p>a. Two valid government issued Identification Cards</p> <p>b. Barangay Certification attesting to the applicant's integrity and capability to launch a fund raising activity</p> <p>c. Endorsement Letter from the group the person is representing with</p>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>5. 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"> <li>• Applicant</li> </ul>
<p>6. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>
<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is based.</li> </ul>
<p><b>C. For Corporations, Organizations or Associations including SWDAs and Religious Organizations</b></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"> <li>• Standards Section DSWD Field Office Caraga</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul>

	Annex 2 - DSWD-SB-PSF-001: 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 7 - DSWD-SB-PSF-006: Undertaking
4. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> 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"> <li>• Applicant</li> </ul>

<p>6. Sample of additional specific requirements for each methodology to be used, such as:</p> <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
<p>7. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is based.</li> </ul>
<p><b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b></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"> <li>• <b>Standards Section-DSWD Field Office Caraga</b></li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul>



	Annex 2 - DSWD-SB-PSF-001: 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 7 - DSWD-SB-PSF-006: Undertaking
4. 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"> <li>• Applicant</li> </ul>
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report

6. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>
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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
<b>A. Facilitation Procedures for the Issuance of Temporary Regional Public Solicitation Permit at the Standards Section of the concerned DSWD Field Office (Walk-in)</b>				
<b>Step</b> Submission of Application	1. Determine whether the submitted documents are complete.  <b>If complete,</b> receive the documentary requirements and provide the organization an acknowledgement receipt and log the receipt of application documents into the Document Tracking System.	PhP500.00	30 minutes	<b>Jolibee B. Dagani, AA III- Standards Section</b>  <b>Vanissa S. Sumampong, Admin Aide I- Standards Section</b>

	<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><b>If incomplete</b>, return all documents submitted accompanied by a checklist of requirements for applicant Organization's compliance.</p>			
<p><b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.</p>				
<p><b>Step 2: Awaits the result of Assessment</b></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><b>Step 2a – If found compliant to eligibility and documentary requirements</b></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</p>	None	4 hours	<p><b>Nikki A. Alfante, SWO I</b></p> <p>Standards Section – DSWD Field Office</p>

	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			
<b>Step 2: Awaits the result of Assessment</b>	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b>  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.		2 hours	<b>Nikki A. Alfante, SWO I</b>  Standards Section – DSWD Field Office
	2. Review and Sign the letter  citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.		3 hours	<b>Archie D. Turtur, PDO III</b> Section Head- Standards Section
<b>Step 3: Awaits the result of application</b>	4.1 Review and Sign assessment report with complete application documents  4.2 Prepared Certificate of Authority to Conduct Regional Fund Raising Campaign  4.3 Endorse to the Office of the	None	3 hours	<b>Archie D. Turtur, PDO III</b> Section Head- Standards Section



	Division Chief Supervising the Standards Section			
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<b>Step 4: Awaits the result of application</b>	<p>5.1 Review and Sign assessment report with complete application documents and Certificate of Authority to Conduct Regional Fund Raising Campaign</p> <p>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</p>	None	3 hours	<b>Aldie Mae A. Andoy, SWO IV</b> OIC-PPD Chief
<b>Step 5: Awaits the result of application</b>	Approve and sign Solicitation Permit/ Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<b>Mari-Flor A. Dollaga-Libang</b> Regional Director
<b>Step 6: Receive the Certificate</b>	<p>Release/ transmits the approved/signed permit to the applicant with a letter of instruction to provide orientation conforming to the</p> <p>standard operating procedures (SOP) in the inventory, monitoring and utilization of solicited funds</p>	None	30 minutes	<b>Jolibee B. Dagani, AA</b> III-Standards Section  <b>Vanissa S. Sumampong</b> Admin Aide I Standards Section
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱500.00	Two (2) working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	6 hours	

<b>Incomplete Submission:</b>		None	30 minutes	
<b>B. Processing Procedures of Applications submitted at Field Office through Mail/Courier</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary	Log receipt into the Document Tracking System. This shall be	None	*10 minutes	<b>Jolibee B. Dagani, AA III- Standards Section</b> <b>Vanissa S. Sumampong, Admin Aide I- Standards Section</b>

requirements through Mail or Courier to the concerned DSWD Field Office who has jurisdiction on the area for Solicitation.	route to the Assigned Technical Staff.			of incoming documents
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**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.*

None

4 hours

**Nikki A.  
Alfante, SWO I  
Person –**

Standards  
Section –  
DSWD Field  
Office

**Step 2a – If found  
compliant to  
eligibility and  
documentary  
requirements**

1. Prepare Solicitation  
Permit/Certificate  
and confirmation  
letter of Authority to  
Conduct National  
  
FundRaising  
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			
<b>Step 2: Awaits the result of Assessment</b>	<b>Step 2b – If found non-compliant to eligibility and documentary requirements</b>  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.	None	2 hours	<b>Nikki A. Alfante, SWO I</b>  Standards Section – DSWD Field Office
	4. Review and Sign the letter citing reasons for disapproval with technical assistance on how to rectify non-compliance and/or submit lacking requirements.	None	3 hours	<b>Archie D. Turtur, PDO III</b> Section Head
<b>Step 3: Awaits the result of application</b>	4.1 Review and Sign assessment report with complete application documents  4.2 Prepared	None	3 hours	<b>Archie D. Turtur, PDO III</b> Section Head

	to Conduct Regional Fund Raising Campaign			
	4.3 Endorse to the Office of the Division Chief Supervising the Standards Section			
<b>Step 4: Awaits the result of application</b>	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	<b>Aldie Mae A. Andoy, SWO IV</b> OIC-PPD Chief
<b>Step 5: Awaits the result of application</b>	Approve and sign Solicitation Permit/Certificate of Authority to Conduct Regional Fund Raising Campaign	None	5 hours	<b>Mari-flor A. Dollaga-Libang</b> Regional Director
<b>Step 6: Receive the</b>	Release/ transmits the	None	30 minutes	<b>Jolibee B. Dagani, AA III-Standards Section</b> <b>Vanissa S. Sumampong, Admin Aide I-Standards Section</b>



<b>Certificate</b>	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			Section – DSWD Field Office
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	utilization of solicited funds			
<b>TOTAL</b>				
<b>Complete and Compliant:</b>		₱500.00	Two (2) working days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	6 hours	
<b>Incomplete Submission:</b>		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 procedure. However, during these instances, the payment of the processing fee is waived in favor of the Applicant*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> </ul>

FEEDBACK AND COMPLAINTS MECHANISM	
	<ul style="list-style-type: none"> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## ISSUANCE OF REGIONAL SOLICITATION PERMIT/ CERTIFICATE AUTHORITY TO CONDUCT FUND RAISING CAMPAIGN TO PERSON, CORPORATION, ORGANIZATION OR ASSOCIATION IN NORMAL SITUATION

*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*

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"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 2 - DSWD-SB-PSF-001: Application Form</li> </ul>
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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or;</b>  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
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"> <li>Applicant</li> </ul>
4. Duly signed Social Case Study Report and endorsement from the Local Social Welfare and Development Office (LSWDO)	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
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"> <li>Applicant</li> </ul>
6. Signed Memorandum of Agreement (MOA) between the DSWD and the LSWDO of the concerned LGU stating therein their commitment to monitor the applicant's solicitation activities and to submit post-reportorial requirements to the issuing DSWD Office.	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
7. Pledge of Commitment (Annex 11)	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or;</b></li> </ul>

	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  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"> <li>• Applicant</li> </ul>
9. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>             Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>
10. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> <li>• Concerned LGU where the applicant is based.</li> </ul>
<b>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)</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>• Standards Section (SS) of the concerned DSWD Field Office</li> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>             Annex 2 - DSWD-SB-PSF-001: Application Form</li> </ul>
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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>             Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>

<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 10 - DSWD-SB-PSF-008: Board Resolution</li> </ul>
<p>6. 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"> <li>Applicant</li> </ul>
<p>7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</li> </ul>
<p>8. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.</p>	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based.</li> </ul>



<b>C. For Non- Stock, Non-Profit Corporations, Organizations or Associations</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 2 - DSWD-SB-PSF-001: Application Form</li> </ul>
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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
3. 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"> <li>Applicant</li> </ul>
4. 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"> <li>Applicant</li> </ul>
5. Updated Profile of Governing Board or its Equivalent in Government Organizations	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 6 - DSWD-SB-PSF-004: Profile of Governing Board</li> </ul>
6. Board Resolution or any document authorizing the conduct of public solicitation	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul>

	Annex 10 - DSWD-SB-PSF-008: Board Resolution
7. 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>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
8. Pledge of Commitment	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 11 - DSWD-SB-PSF-009: Pledge of Commitment</p>
9. 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:	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
a. Director of Private Schools b. Schools Superintendent of Public School c. Head or authorized representative of National Government Agencies (NGAs) d. Head or authorized representative of Local Government Unit (LGU) e. Bishop/Parish Priest/Minister or Head of Sect or Denomination f. Others	
10. Fund Utilization Report of proceeds and expenditures.	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;  <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> <p>Annex 12 - DSWD-SB-PSF-010: Fund Utilization Report</p>

11. 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"> <li>Applicant</li> </ul>
12. Sample of additional specific requirements for each methodology to be used, such as: <ul style="list-style-type: none"> <li>a. Ticket, Ballots, Cards and similar forms</li> <li>b. Donation Boxes, Coin Banks and other similar forms</li> <li>c. Benefits show such as fashion show, concert and similar activities</li> <li>d. Photo or Painting Exhibits and similar activities</li> <li>e. Written request such as envelopes, letters of appeal, greeting cards and similar forms</li> <li>f. Text message, e-mail, online post and other types of solicitation using electronic devices</li> <li>g. Mass media campaign through radio, television, cinema, magazines, newspapers, billboards and other similar forms</li> <li>h. Sport activities for a cause such as fun run, marathon, cycling and similar activities</li> <li>i. Rummage sale, garage sale, sale of goods and other similar forms</li> </ul>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
13. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation, Organization or Association is based, is not in any way connected, engaged or involved in any activity/action against the government per Anti-Terrorism Act of 2020.	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based.</li> </ul>
<b>D. For Regional Offices of Government Agencies (GAs), government owned and controlled corporations (GOCCs), and Local Government Units (LGUs) desiring to solicit funds</b>	
1. One (1) Duly Accomplished Application Form signed by the Agency Head or his/her authorized representative	<ul style="list-style-type: none"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public solicitation forms/</a> <b>or</b>;</li> </ul>



	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  Annex 2 - DSWD-SB-PSF-001: 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"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 5 - DSWD-SB-PSF-003: Project Proposal
3. 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"> <li>• Applicant</li> </ul>
4. 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"> <li>• Applicant</li> </ul>
5. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a></li> </ul> Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report
6. 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	<ul style="list-style-type: none"> <li>• Applicant</li> </ul>



<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>	
<b>E. For Social Welfare and Development Agency (SWDA) with updated/valid registration, licensing and/or accreditation</b>	
<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"> <li>Standards Section (SS) of the concerned DSWD Field Office</li> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> Annex 2 - DSWD-SB-PSF-002: Application Form</li> </ul>
<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"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>; <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a> Annex 5 - DSWD-SB-PSF-003: Project Proposal</li> </ul>
<p>3. Notarized Written Agreement or any similar document signifying the intended beneficiary's concurrence as recipient of the fundraising activity.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>4. Endorsement or Certification from Licensed and Accredited SWDA allowing an individual to solicit funds under their name or responsibility</p>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>
<p>5. Board Resolution or any document authorizing the conduct of public solicitation</p>	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or</b>;</li> </ul>

	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>  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"> <li>Applicant</li> </ul>
7. Fund Utilization Report for those applying for renewal of their solicitation permit (Annex 12).	<ul style="list-style-type: none"> <li> <a href="https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/">https://www.dswd.gov.ph/downloads-forms-downloads-public-solicitation-forms/</a> <b>or;</b>   <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2021-005.pdf</a>             Annex 12 - DSWD-SB-PSF-011: Fund Utilization Report         </li> </ul>
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"> <li>Applicant</li> </ul>
9. Certification from the Barangay, City or Municipality from where the applicant Person, Corporation,	<ul style="list-style-type: none"> <li>Concerned LGU where the applicant is based.</li> </ul>

**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.

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>assistance to rectify the gap and/or submit lacking requirements. Provides applicant with checklist of requirements</i>			
<b>Step 2:</b> Receives reference number for tracking	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	None Section – DSWD Field Office	1 Hour Office	<b>Jolibee B. Dagani, AA III-</b> Standards Section <b>Vanissa S. Sumampong, Admin Aide I-</b> Standards Section
<b>Step 3:</b> Payment of processing fee	<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> a. Applicant proceeds to the Cash Section or to the nearest LBP Branch or via online and pay the processing fee of PhP500.00	<b>PhP500.00</b>	1 Hour	Applicant

b. Cash Section accepts  
payment for processing fee  
and issue official receipt  
and provide instruction to  
return a photocopy of the

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**Maria Genette  
Marban**  
Cashier

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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			Applicant
<b>Step</b>	<b>4:</b>	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	<b>Vanissa S. Sumampong,</b> <b>Admin Aide I-</b> <b>Standards</b> <b>Section</b>

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Step 5:</b> 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 Conformer Letter and endorse the same to the Section Head for review.</i>  <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</i>	None	4 Hours	<b>Archie D. Turtur, PDO III</b> Section Head
		None	1 and 1/2 Days	<b>Nikki A. Alfante, SWOI</b> Standards Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>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><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>g. Logs its receipt to the Document Tracking System</p>		<p>1 Day</p> <p>1 Hour</p>	<p>Archie D. Turtur, PDO III</p> <p>Standards Section</p> <p>Daniel Rey D. Lloren, AA III</p> <p>Division Chief Support Staff</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	h. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Division Chief			
	Concerned Division Chief receives and reviews application for solicitation permit and the prepared Solicitation Permit/Certificate of Authority to Conduct Fund Campaign.  <i>If found in-order, endorsed the same to the Office of the Regional Director for approval and signature</i>  <i>If found not in-order, return the same to the Standards Section for proper action</i>		1 Day	<b>Aldie Mae A. Andoy, SWO IV</b> OIC-PPD Chief
	i. Logs its receipt to the Document Tracking System		30 Minutes	<b>Janelee B. Entrada, Admin Aide IV</b> Regional Director Support Staff
	j. Route application documents including prepared Solicitation Permit/ Certificate of Authority to Conduct Fund Raising Campaign to the Regional Director			
	k. The Regional Director reviews application documents including the prepared Solicitation		1 and 1/2 Days	<b>Mari-Flor A. Dollaga</b> Regional Director  DSWD Field Office

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>		4 Hours	<p><b>Nikki A. Alfante,</b>  <b>SWO I</b>            Standards            Section            Technical Staff</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Step 6:</b> 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	<b>Jolibee D. Dagani, AA III</b> Standards Section Technical/ Support Staff  Applicant
<b>Total No. of Days</b>		₱500.00	Seven (7) Working Days	
<b>Complete but Non-Compliant and/or Incomplete Submission:</b>		₱500.00	Three (3) Working Days	
<b>Incomplete Submission:</b>		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.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>

FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## 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.*

<b>Office or Division:</b>	DSWD Field Office – Standards Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>



<b>Who may avail:</b>	All eligible person/individual, corporation, organization or association intending/ already engaging in SWD activities in One (1) region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A. For applicant person/individual, corporation, organization or association intending/already engaging in SWD activities</b>		
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"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 1. DSWD-RLA-F001 Application Form for Registration</li> </ul>	
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. <b>*Not applicable to Government Agencies.</b>	<ul style="list-style-type: none"> <li><b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li><b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo City, Cagayan De Oro City, Davao City, Zamboanga City)</li> </ul>	
3. 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"> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 4. DSWD-RLA-F004 Manual of Operation</li> </ul>	
3.2 Brochure	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 5. DSWD-RLA-F005 Brochure</li> </ul>	
3.3 Duly signed Work and Financial Plan ( for two succeeding years) by the Head of Agency	<ul style="list-style-type: none"> <li><a href="https://www.dswd.gov.ph/downloads-2/publications1">https://www.dswd.gov.ph/downloads-2/publications1</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> </ul>	
4. Copy of Official Receipt (OR) of processing fee on registration amounting to P 1,000.00	<ul style="list-style-type: none"> <li>Applicant</li> </ul>	

**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
<b>A. Pre-Registration Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b>  Secure application form thru the DSWD Website or from the DSWD Field Office	Provided the client with application form and checklist of requirements	None	--	<b>Jolibee B. Dagani, AA III- Standards Section</b>  <b>Vanissa S. Sumampong, Admin Aide I- Standards Section- Field Office Caraga</b>
<b>STEP 2:</b>  1.1 Submit/ file application and supporting documents.  1.2 For applicant organization with complete requirements, receive the 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 lacking requirements.	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.  1.2 Logs its receipt in the document tracking system (DTMS).  1.3 Provides the walk-in applicant with document reference number for easy tracking.	None	30 minutes	<b>Jolibee B. Dagani, AA III- Standards Section Field Office Caraga</b>

	1.4. If incomplete, return all documents submitted accompanied by a checklist of requirements for applicant			
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CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Organization's compliance.			
<b>STEP 3:</b> If Complete, Settle the required processing fee and make payments to Cash Section or thru online.		Prepares billing statement	None	10 minutes	<b>Jolibee B. Dagani, AA III-Standards Section</b> Field Office Caraga
		Process payment and issues Official Receipt.	₱1,000.00	20 minutes	<b>Maria Genette Marban</b> (Cashier Section-FO Caraga)
<b>STEP 4:</b> 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	<b>Jolibee B. Dagani, AA III-Standards Section</b>  <b>Vanissa S. Sumampong, Admin Aide I-</b> Standards Section-Field Office Caraga
<b>STEP 5:</b> Ensure that	Provides the applicant		None	5 minutes	<b>Jolibee B. Dagani, AA</b>

the Client Satisfaction Measurement Form is duly accomplished and emailed/via courier by the applicant to the Standards Bureau	the Client Satisfaction Measurement Form			<b>III-Standards Section</b>  <b>Vanissa S. Sumampong,</b> <b>Admin Aide I-</b> <b>Standards Section-Field Office Caraga</b>
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the result of the assessment.	1.1 Routes to Standards Section the Application Documents.	None	25 minutes	<b>Jolibee B. Dagani, AA III-</b> <b>Standards Section</b>  <b>Vanissa S. Sumampong,</b> <b>Admin Aide I-</b> <b>Standards Section-Field Office Caraga</b>
	1.2 Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	<b>Archie D. Turtur,</b> <b>PDO III</b> <b>Standards Section Head/</b>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Conducts desk review of the received application as to 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>	None	3 hours	<b>Emelyn L. Mintal, SWO II,</b> Assigned Technical Staff Standards Section DSWD Field Office Caraga
	Preparation of the Confirmation Report with attached draft Certificate of Registration and printing of Security Paper( SECPA).	None	5 hours and 25 minutes	<b>Emelyn L. Mintal, SWO II</b> Assigned Technical Staff/
	Review and approval of	None	7 hours	<b>Archie D. Turtur, PDO III</b>

				Standards Section Head Support  <b>Aldie Mae A.          Andoy, SWO IV</b> OIC PPD Chief  <b>Mari-Flor A.          Dollaga-Libang</b> Regional Director
	the Confirmation Report; Endorsement for Approval of the Registration Certificate			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 7:</b> 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
<b>TOTAL</b>				
	For Complete and Compliant:	₱1,000.00	3 working days	
	For Incomplete Submission			
	Walk-in: None		30 Minutes	
	Courier:		2 days	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>				
<b>STEP 1:</b> Send the Application Form together with the prescribed documentary requirements through Mail or Courier to:  <b>Standards Bureau</b> DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City.	1.1 "Received" stamp the document and logs its receipt into the document tracking system.  1.2 Endorse the document to section head.	None	30 minutes	<b>Jolibee B. Dagani, AA III-</b> Standards Section  <b>Vanissa S. Sumampong,</b> Admin Aide I- Standards Section-Field Office Caraga
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 2:</b> Wait for the result of documents review.	Receives incoming applications and assigns to concerned technical staff.	None	30 minutes	<b>Archie D. Turtur, PDO III</b> Standards Section Head

	Provides notes/ instructions for action to concerned technical staff.			
	1.1 Review the submitted documents as to	None	3 hours	<b>Emelyn L. Mintal, SWO II</b> Technical Staff Standards Section DSWD Field Office Caraga



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			(Standards Section- Field Office)
<b>STEP 4:</b> Wait for the result of the assessment.	<p>1.1 Prepares the Confirmation Report with attached Certificate of Registration in Security Paper</p>	None	5 hours and 25 minutes	<p><b>Jolibee B. Dagani,</b> AA III-Standards Section</p> <p><b>Vanissa S. Sumampong,</b> Admin Aide I- Standards Section- Field Office Caraga</p>

(SECPA) and  
duplicate copy.

1.2 Reviews and  
provides inputs and  
endorses the

2 hours and 25  
minutes

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Confirmation Report with attached Certificate of Registration in Security Paper (SECPA) and duplicate copy to the PPD Chief for initial.</p> <p>1.3 Review and approval of the Confirmation Report; Endorsement for Approval of the Registration Certificate</p>		4 hours and 10 minutes	<p><b>Archie D. Turtur, PDO III</b> Standards Section Head/Standards</p> <p><b>Aldie Mae A. Andoy, SWO IV</b> OIC PPD Chief</p> <p><b>Mari-Flor A. Dollaga-Libang</b> Regional Director/</p>
<b>Step 5:</b> Receive the Certificate and confirmation letter.	Send the Confirmation Report and notify the availability of the Certificate of Registration for release through various means per preference indicated in the application form. (direct pick-up or courier	None	30 minutes	<b>Jolibee B. Dagani, AA III-</b> Standards Section Support
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	3 working days	
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.**

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>



## LICENSING OF PRIVATE SOCIAL WELFARE AND DEVELOPMENT AGENCIES (SWDAS) – OPERATING IN ONE REGION

*3The 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.*

<b>Office or Division:</b>	DSWD Field Office – Standards Section		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Client (G2C)		
<b>Who may avail:</b>	ALL Private SWDAs Intending to Operate in One Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Duly Accomplished and Notarized Application Form		Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)  • <a href="https://www.dswd.gov.ph/downloads-2/Annex%202.%20DSWD-RLA-F002%20Application%20Form%20for%20Licensing">https://www.dswd.gov.ph/downloads-2/Annex 2. DSWD-RLA-F002 Application Form for Licensing</a>	
2. One (1) set of the following Basic Documents: a. A certification of plan to hire the required Registered Social Worker (RSW) or staff complement; or (b) Profile of Employees and volunteers whichever is applicable b. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others c. Profile of Board of Trustees d. Certified True Copy of General Information Sheet issued by SEC (One (1) copy)		• <a href="https://www.dswd.gov.ph/downloads-2/Annex%2022.%20DSWD-RLA-F022%20Profile%20of%20Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a>  • <a href="https://www.dswd.gov.ph/downloads-2/Annex%204.%20DSWD-RLA-F004%20Manual%20of%20Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a>  • <a href="https://www.dswd.gov.ph/downloads-2/Annex%2021.%20DSWD-RLA-F021%20Profile%20of%20Governing%20Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a>  • <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307  • <b>Any SEC Extension Office</b> (Baguio City, Tarlac City, Legazpi City, Cebu City, Iloilo	

<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>	<p>City, Cagayan De Oro City, Davao City, Zamboanga City)</p> <ul style="list-style-type: none"> <li>Board resolution by the Organization</li> <li><a href="https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan">https://www.dswd.gov.ph/downloads-2/Annex 9. DSWD-RLA-F009 Work and Financial Plan</a></li> </ul>
<p><b>3. ADDITIONAL REQUIREMENTS</b></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. <b>For Applicant SWA's implementing Child Placement Services</b> Certification from DSWD or photocopy of the certificate of training attended by the hired RSW related to child placement service.</p> <p>c. <b>Documents Establishing Corporate Existence and Regulatory Compliance</b></p> <p>1. For 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>Photocopy of the Memorandum of Agreement/Contract of Partnership and Certified by the Head of Applicant Organization</p> <p><a href="https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></p> <ul style="list-style-type: none"> <li>City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> </ul>



c. Water Potability Certificate or Sanitary Permit  2. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP.  3. For applicant with past and current partnership with the DSWD that involved transfer of funds  a. Certification from DSWD Office and/or other concerned government agencies that the applicant is free from any financial liability/obligation	<ul style="list-style-type: none"> <li>City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>National Commission of Indigenous People (NCIP) Regional Office where the NGO operates.</li> <li>DSWD Field Office – Financial and Management Service</li> <li>Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
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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 for Licensing based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secure application form thru the DSWD Website/ Standards Section – Field Office	Provides client application form, and checklist of requirements	None	*10 minutes	<b>Jolibee B. Dagani, AA III- Standards Section</b>  <b>Vanissa S. Sumampong, Admin Aide I- Standards Section-Field Office Caraga</b>
<b>STEP 2:</b>  1.1 Submit/ file and supporting	1.1 Receive the documentary requirements and provide the applicant	None	*20 minutes	<b>Jolibee B. Dagani, AA III- Standards Section</b> Support Staff in charge of



documents.	organization with an			
1.2 For applicant	application reference			(Standards
organization with	number for easy			Section- Field
complete	tracking and			Office
requirements, shall	reference.			Caraga
have				
acknowledgement	1.2 Determine whether			Officer of the
receipt of the	the submitted			day (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submitted requirements.  1.3 For incomplete requirements, the applicant organization shall sign the acknowledgement of the returned documents and the checklist of the lacking requirements.	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 applicant Organization's compliance.			Section- Field Office)
<b>STEP 3:</b> 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	<b>Jolibee B. Dagani, AA III- Standards Section</b>  (Standards Section- Field Office Caraga)
	Process payment and issues Official Receipt.	₱1,000.00	*15 minutes	<b>Maria. Genette Marban</b> (Cashier Section-FO)
<b>STEP 4:</b> Provide the	Acknowledge the	None	*15 Minutes	<b>Jolibee B. Dagani, AA III- Standards Section</b> Staff

DSWD Standards Section the photocopy of the Official Receipt (OR).	photocopy of the Official Receipt from the applicant Organization.			(Standards Section- Field Office Caraga)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Step 5:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	<b>Jolibee B. Dagani, AA III- Standards Section</b>  <b>DSWD Field Office Caraga</b>
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> 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> <ul style="list-style-type: none"> <li>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.</li> <li>ii. Applicant has employed a sufficient number of duly qualified staff and/or registered social worker to supervise and take charge of its social welfare and development activities and/or social work interventions in</li> </ul>	None	2 working days	<b>Emelyn L. Mintal SWO II</b>  (Standards Section- Field Office-Caraga)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>accordance with the set standards.</p> <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><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2.1 If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>	None	2 working days	<p>Archie D. Turtur, PDO III Section Head</p> <p>Aldie Mae A. Andoy, SWO IV OIC-PPD Division Chief</p> <p>Mari-Flor A. Dollaga Libang Regional Director</p>
	<p>1.3 Review and approval of the Acknowledgement Letter including its attachments.</p>			
<b>STEP 7:</b> Confirm the Availability on the	For those with requirements that are	None	*30 minutes	<p>Emelyn L. Mintal, SWO II</p> <p>Nikki A. Alfante, SWO I (Standar</p>

proposed Validation Visit	complete and compliant, Confirmation of Validation Visit.			ds Section- Field Office Caraga)
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki A. Alfante, SWO I</b> Technical Staff (Standards Section- Field Office Caraga)
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki A. Alfante, SWO I</b> Technical Staff (Standards Section- Field Office)
<b>STEP 10:</b> 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	None	3 working days	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki A. Alfante, SWO I</b> Technical Staff (Standards Section- Field Office)



detail the Assessors Findings and the agreed compliance date of the Action Plan.

1.3.1 If favorable, review None and approval of the Confirmation Report and the Draft Certificate of License to Operate.	Favorable; 8 working days	<b>Archie D. Turtur, PDO III</b> Section Head/Division Chief  (Standards Section- Field Office Caraga)
1.3.2 If unfavorable, review and approval of the Confirmation Report.	7 working days	
1.4.1 If favorable, for approval and signature of the Certificate of License to Operate.	Favorable; 3 working days	<b>Mari-Flor A. Dollaga-Libang</b> Regional Director (Standards Section- Field Office Caraga)
1.4.2 If unfavorable, the Support Staff shall send the Confirmation Report to the SWDA through email and via courier.	Unfavorable; 2 working days	<b>Jolibee A. Dagani, AA III</b> Support Staff  (Standards Section- Field Office)

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP</b> Acknowledge the receipt of the Certificate of License to Operate.	<b>11:</b>	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)	<b>Jolibee A. Dagani, AA III</b> Support Staff (Standards Section- Field Office)
		<b>TOTAL</b>			
		For Complete and Compliant:	₱1,000.00	20 working days	
		For Incomplete Submission:	None	17 working days	
<b>B. Processing Procedures of Applications submitted at Standards Bureau through Mail/Courier:</b>					
<b>STEP 1:</b> Send the Log receipt into the Application Form Document Tracking together with the System (DTS) for prescribed documentary requirements for Licensing through Mail or Courier to:		the Log receipt into the Application Form Document Tracking together with the System (DTS) for prescribed documentary requirements for Licensing through Mail or Courier to:	None	*15 minutes	<b>Jolibee A. Dagani, AA III</b> Support Staff in charge of incoming documents  (Standards Section- Field Office)
<b>Standards Section of concerned DSWD Field Office</b>					
<b>STEP 2:</b> Wait for the result of documents review.		1.1 Review the submitted documents as to completeness and compliance, both in form and substance. The submitted complete	None	2 working day	<b>Emelyn L. Mintal, SWO II</b> <b>Nikki C. Alfante, SWO I</b>  Technical Staff (Standards Section- Field Office)

documents must satisfy  
the following Criteria:

- i. In case a new  
applicant SWDA  
applying to  
operate a

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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> <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>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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><b>Note: Criteria iv and vi are only applicable for those SWDAs that are already in operation prior to application for License to Operate.</b></p> <p><b>1.2 If complete and compliant,</b> an Acknowledgment Letter and Notification on the proposed schedule on the conduct of Validation Visit shall be prepared.</p> <p><b>1.3 If found incomplete or non-compliant,</b> 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>			
<b>STEP 3:</b> Settle the required processing fee.	<b>If found both complete and compliant,</b> notify the Applicant Organization	₱1,000.00	*15 minutes	<b>Emelyn L. Mintal,</b> SWO II <b>Nikki C. Alfante,</b> SWO I Technical Staff and Support Staff (Standards



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>that they have to settle their processing fee.</p> <ul style="list-style-type: none"> <li>Inform the applicant organization that the processing of the application shall start once they have paid the required fees and provided the Standards Section the copy of the Official Receipt.</li> </ul> <p><b>Field Office:</b> The Support Staff shall prepare Billing Statement and instructs applicant to proceed to Field Office Cashier Section.</p> <p><b>Note:</b> <i>The processes shall only take place once the applicant organization settle its payment.</i></p>			Section- Field Office)
<p><b>STEP 4:</b> Provide the DSWD Standards Section the copy of the Official Receipt (OR) through the following:</p> <p>2. Scanned copy of the Official Receipt to the concerned DSWD Field Offices' official email address with the subject: <b>Name of the Organization_ Copy of OR for Licensing.</b></p>	<p>1.1 Acknowledge the copy of Official Receipt from the SWDA.</p> <p>1.2 For the Copy of OR sent through email: the Support Staff managing the Official email of the Standards Section shall acknowledged its receipt.</p>	None	*15 Minutes	Jolibee D. Dagani, AA III Support Staff in charge of incoming documents (Standards Section- Field Office Caraga)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Hand-carry the Photocopy of Official Receipt  4. Courier the Photocopy of Official Receipt	1.3. For the Copy of OR sent through mail/courier: the assigned technical Staff shall acknowledge its receipt.			
<b>Step 5:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	<b>Jolibee D. Dagani, AA III</b>  Support Staff (Standards Section- Field Office)
<b>Note:</b> Applications received after 3:00pm shall be considered as a next working day transaction.				
<b>STEP 6:</b> Wait for the notice of validation assessment.	Review and approval of the Acknowledgement Letter including its attachments.  For those with requirements that are complete and compliant, Confirmation of Validation Visit.	None	3 working days	<b>Archie D. Turtur, PDO III</b> Section Head  <b>Aldie Mae A. Andoy, SWO IV</b> Division Chief  (Standards Section- Field Office Caraga)
<b>STEP 7:</b> Confirm the Availability on the proposed Validation Visit	For those with requirements that are complete and compliant, Confirmation of Validation Visit	None	1 working day	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki C. Alfante, SWO I</b>  Technical Staff (Standards Section- Field Office)



				Caraga)
<b>STEP 8:</b> Assist the Assessor during the conduct of Validation visit.	Conduct of Validation visit	None	1 working day per agreed schedule	<b>Emelyn L. Mintal, SWO II</b> <b>Nikki C. Alfante, SWO I</b>  Technical Staff (Standards Section- Field Office)
<b>Step 9:</b> Accomplish and place the Customer's Feedback Form on a sealed envelope.	Provide the applicant the Organization the Customer's Feedback Form	None	*5 minutes	<b>Emelyn L. Mintal, SWO II</b> <b>Nikki C. Alfante, SWO I</b>  Technical Staff (Standards Section- Field Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 10:</b> Wait for the result of the Validation visit.	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	<b>Emelyn L. Mintal,</b> SWO II <b>Nikki C. Alfante,</b> SWO I  Technical Staff (Standards Section- Field Office Caraga)
	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	<b>Archie D. Turtur,</b> PDO III Section Head  <b>Aldie Mae A. Andoy,</b> SWO IV Division Chief  (Standards Section- Field Office Caraga)
	1.4.1 If favorable, for		Favorable;	<b>Mari-Flor A. Dollaga</b> Regional

	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.		3 working days  Unfavorable; 1 working days	Director (Standards Section- Field Office- Caraga)  <b>Jolibee D. Dagani, AA III</b> Support Staff (Standards Section- Field Office)
<b>STEP 11:</b> Wait on the release of the	Send the Confirmation Report and notify the	None	1 working day	<b>Jolibee D. Dagani, AA III</b> Support Staff (Standards

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Certificate of License to Operate.	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)		(depending on the choice of the applicant)	Section- Field Office)
<b>TOTAL</b>				
For Complete and Compliant:		₱1,000.00	20 working days	
For Incomplete Submission:		None	17 working days	

**\*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.**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> </ul>



	<ul style="list-style-type: none"> <li>The timelines on the processing of complaints/grievance shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## PRE-ACCREDITATION OF THE SOCIAL WELFARE AND DEVELOPMENT PROGRAMS AND SERVICES OF LICENSED PRIVATE SWA AND PUBLIC SWDA 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.*

<b>Office or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>Government to Client (G2C)</li> <li>Government to Government (G2G)</li> </ul>	
<b>Who may avail:</b>	New applicant Registered and licensed SWDA operating within the region.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. One (1) original copy of the Duly Accomplished Application Form		<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII,</li> </ul>

	<p>VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</p> <ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation">https://www.dswd.gov.ph/downloads-2/Annex 3. DSWD-RLA-F003 Application Form for Accreditation</a></li> </ul>
<p>2. Pre-accreditation assessment</p> <ul style="list-style-type: none"> <li>• For New Applicant, submit one (1) original copy of the pre-assessment conducted by concerned Field Office covering the Area of Operation</li> <li>• For Renewal, submit one (1) original copy of the assessment tool signed by the SWAs Head of Agency</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/issuances/#Mc">https://www.dswd.gov.ph/issuances/#Mc</a></li> <li>• For Residential Amended Administrative Order No. 11, s.2007 Entitled Revised Standardson Residential Care Service</li> <li>• For Community Based Please email <a href="mailto:sb@dswd.gov.ph">sb@dswd.gov.ph</a></li> </ul>
<p>3. One (1) Original Copy of each of the following Documents Establishing Corporate Existence and Regulatory Compliance</p> <p>a. Certification of no derogatory information issued by SEC (for those operating more than six (6) months upon filing of the application <b>(not applicable for Public SWDA)</b>)</p> <p>b. ABSNET Membership 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>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership">https://www.dswd.gov.ph/downloads-2/Annex 23. DSWD-RLA-F023 ABSNET Active Membership</a></li> </ul>



For RAB President, the Standards Section shall be the one to issue the required certification.	
<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"> <li>1. Duly signed Work and Financial Plan for the two (2) succeeding years</li> <li>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. <b>(not applicable for Public SWDA)</b></li> <li>3. Annual Accomplishment Report previous year</li> <li>4. Audited Financial Report of the previous year</li> <li>5. Profile of Clients served for the preceding and current year</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 9. DSWD-RLA-F009 Work and Financial Plan</li> <li>• Board Resolution by the Organization</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 6. DSWD-RLA-F006 Accomplishment Report</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 8. DSWD-RLA-F008 Audited Financial Statement</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> Annex 20. DSWD-RLA-F020 Profile of Clients/Beneficiaries Served</li> </ul>
<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</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/">https://www.dswd.gov.ph/downloads-2/</a> AO 11 s2019 Annex A Declaration of Commitment</li> </ul>

<p>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>	
<p>One (1) Original Copy of each of the following Basic Documents</p> <ol style="list-style-type: none"> <li>1. Manual of Operation containing the SWDAs program and administrative policies, procedures and strategies to attain its purpose/s among others</li> <li>2. Profile of Board Trustees (Not applicable to Public SWDAs)</li> <li>3. Profile of Employees and Volunteers: At least one (1) full time staff who will manage its operations</li> <li>4. Certified True Copy of General Information Sheet issued by SEC (<b>not applicable for Public SWDA</b>)</li> </ol> <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 Applicant SWA's implementing Child Placement Services:</p> <ol style="list-style-type: none"> <li>4. One (1) Original Copy of the Certification from DSWD or one (1) photocopy of the certificate of training attended</li> </ol>	<ul style="list-style-type: none"> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation">https://www.dswd.gov.ph/downloads-2/Annex 4. DSWD-RLA-F004 Manual of Operation</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board">https://www.dswd.gov.ph/downloads-2/Annex 21. DSWD-RLA-F021 Profile of Governing Board</a></li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• <a href="https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees">https://www.dswd.gov.ph/downloads-2/Annex 22. DSWD-RLA-F022 Profile of Employees</a></li> </ul>

<p>by the hired RSW related to child placement service.</p> <p>5. Certified True Copy of General Information Sheet issued by SEC <b>(not applicable for Public SWDA)</b></p> <p>6. For Center Based (Residential and Non-Residential Based) AND Community Based, Copy of the valid safety certificates namely:</p> <ul style="list-style-type: none"> <li>a. Occupancy permit (only for new buildings) or Annual Building Inspection/Structural Safety Certificate (for old buildings)</li> <li>b. Fire Safety Inspection Certificate Water</li> <li>c. Potability Certificate or Sanitary Permit</li> </ul> <p>h. For applicant serving within the Ancestral Domains of Indigenous People (IP) – Photocopy of NGO Accreditation from NCIP</p> <p>i. For applicants with past and current partnership with the DSWD that involved transfer of funds.</p>	<ul style="list-style-type: none"> <li>• <b>Securities Exchange Commission (SEC)</b> - Company Registration and Monitoring Department Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307</li> <li>• City/Municipal Engineering Office of Local Government Unit covering the SWDAs area of operation or Private Engineer</li> <li>• Office of the Bureau of Fire Protection in the City/Municipal Local Government Unit covering the SWDAs area of operation</li> <li>• City/Municipal Health Office of Local Government Unit covering the SWDAs area of operation or Private Service Provider</li> <li>• National Commission of Indigenous People (NCIP) Regional Office where the NGO operates</li> <li>• Field Office- Financial and Management Service Unit or concerned Government Agency where the Organization implemented or implements projects and programs.</li> </ul>
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j. Signed Data Privacy Consent Form	<ul style="list-style-type: none"><li>• Applicant</li></ul>
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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 for Accreditation based on DSWD Memorandum Circular No. 17 Series of 2018.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Request received through courier/email (7 days)</b>				
<b>STEP 1:</b> 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
<b>STEP 2:</b> 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	<b>Jolibee D. Dagani, AA III</b> Support Staff in charge of all incoming documents
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> 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	None	6 days, 7 hours 30 minutes	<b>Emelyn L. Mintal, SWO II</b> Technical Staff Standards Section-DSWD Field Office Caraga  <b>Aldie Mae A. Andoy, SWO IV</b> Division Chief  <b>Mari-Flor A. Dollaga</b> Regional Director

	schedule of the pre-assessment;			
	1.2 If Incomplete, prepares an acknowledgement letter indicating the checklist of			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	documents to be submitted			
<b>Step 4:</b> Receive the acknowledgement letter from the DSWD Field Office:  If the acknowledgement letter indicates that the submitted documents are complete and compliant, confirm the schedule of the pre-accreditation assessment to the DSWD Field Office.	Prepare necessary documents: pre-assessment tool, power point presentation, special order, etc.	None	Depends on the SWDA	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki C. Alfante, SWO I</b> Technical Staff Standards Section- DSWD Field Office Caraga

If the acknowledgement letter indicates



that the submitted documents submitted are incomplete and non-compliant, comply and submit the lacking requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 5:</b> For the SWDA complete compliant documents, participate in the conduct of pre-accreditation assessment	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	None	Minimum of 2 working days depending on the Programs and Services for Accreditation	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki C. Alfante, SWO I</b> Technical Staff Standards Section-DSWD Field Office Caraga SWDA
<b>Step 6:</b> Answer the Client Satisfaction Measurement Form (CSMF) and submit to DSWD Field Office.	Provide the SWDA with a Client Satisfaction Measurement Form for them to answer and submit to the DSWD Field Office.	None	After the pre-accreditation assessment	<b>Emelyn L. Mintal, SWO II</b>  <b>Nikki C. Alfante, SWO I</b> Technical Staff Standards Section-DSWD Field Office Caraga SWDA
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 7:</b> Wait for the result of assessment.	If the result of the pre-accreditation assessment is favorable, the	None	11 working days	Technical Staff (Standards Bureau - SB)

technical staff to  
prepare the following:

- Confirmation Report  
to the SWDA
  - Transmittal memo to  
Standards Bureau  
attached the  
confirmation report,  
complete  
documentary
- 

Section  
Head/Division  
Chief/Bureau  
Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>requirements including the accomplished pre-accreditation assessment tool.</p> <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>			
<b>TOTAL</b>		None	20 working days	
Social Work Agency:				
Senior Citizen Center:		None	19 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.**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>



How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## ISSUANCE OF CERTIFICATE OF ACCREDITATION TO CIVIL SOCIETY ORGANIZATION (CSO) 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).*

<b>Office or Division:</b>	DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA & NCR)
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	<ul style="list-style-type: none"> <li>• Government to Client (G2C)</li> <li>• Government to Government (G2G)</li> </ul>
<b>Who may avail:</b>	All eligible beneficiary CSOs organized by the Department through SLP.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certified true copy of the Certificate of Eligibility (CoE) <i>*The issuance of COE is subject to compliance on SLP existing guidelines.</i>	• 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)

**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
<b>STEP 1:</b> Submit/file application documents	Logs receipt into the document tracking system (DTS)/ Logbook  Refer to the concerned unit.	None	*1 day	<b>Jerome A. Ormo, PDI</b> Person - Standards Section -  DSWD Office Field

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

<b>STEP 2:</b> Wait for the result of the assessment	<b>If Complete and Compliant:</b> 1.1 Receive the documentary requirements  <b>If found incomplete or non-compliant,</b> 1.1 If found to be incomplete, prepares memo to the SLP-RPMO returning the application documents for	None	*4 days	<b>Jerome A. Ormo, PDI</b> Person - Focal Person - Standards Section -  DSWD Office Field
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compliance.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STEP 3:</b> 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	<b>Jerome A. Ormo, PDO I</b> Focal Person - Standards Section - DSWD Field Office
<b>TOTAL</b>				
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.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and</li> </ul>

	discuss the concern.
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
	<ul style="list-style-type: none"> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## 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.*

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



**One (1) photocopy of the following documents (original copies must be presented):**

1. Any of the following as proof that the applicant is a graduate of four (4) year course:	
a. Photocopy of Certificate of graduation/college diploma or transcript of records; or	
b. Certified photocopy of valid PRC ID.	• Any PRC Office nationwide
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	• Training Provider
certified true copy of the certificate of participation/attendance from the training provider will be accepted.	
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:	• Local Government Office
a. Certification from immediate Supervisor; or	
b. An approved resolution	
4. Documentation of at least six (6) PMC sessions, which captures the role performed by the applicant as proof that he/she has assisted in the PM Counseling session.	• <a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a>  Annex C. Documentation Report Template
<b>Other documents to be made available during the assessment visit:</b>	
Accomplished Marriage Expectation Inventory Form of would-be-married couple/s present during the validation visit.	
<b>B. For Renewal</b>	
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	• Training Provider

<p>twenty-four (24) hours within the validity period of the preceding certificate.</p>	
<p>2. Accomplishment Report for the past year with at least a minimum of ten (10) PMC sessions conducted preceding the application using the template provided by DSWD (<b><u>Annex D</u></b>);</p>	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <b><u>Annex D. PMC Form</u></b></li> </ul>
<p>3. Summary documentation of PMC session/s conducted for the past year using the template provided by DSWD (<b><u>Annex C</u></b>);</p>	<ul style="list-style-type: none"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> <b><u>Annex C. PMC Form</u></b></li> </ul>
<p><b><i>Other documents to be made available during the validation visit.</i></b></p>	

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 <b>Annex F</b> ) 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"> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-001.pdf</a> Annex F. PMC Form</li> </ul>
c. A summary/record on the number of Certificate of Marriage Counseling issued.	•

**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
<b>A. Assessment Procedures for Walk-in Applicants</b>				
<b>STEP 1:</b> Secures application form thru the DSWD Website/Field Office	Provides client application form, and checklist of requirements	None	*5 minutes	Jolibee D. Dagani, AA III Support Staff in charge of all incoming documents (Field Office Standards Section)
<b>STEP 2:</b> Submit/ file application and supporting documents at Field Office – Standards Section	Records receipt of application and forward the same to assigned staff.	None	*15 minutes	Jolibee D. Dagani, AA III Support Staff in charge of all incoming documents (Field Office Standards Section)
<b>Note:</b> Application documents received after 3:00 PM shall be considered as a next working day transaction.				
<b>STEP 3:</b> Awaits for	1. Reviews and Assess	None	5 working days	Emelyn L. Mintal, SWO I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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>Office Standards Section)</p> <p><b>Archie D. Turtur, PDO III</b> Supervisor/ Section Head</p> <p><b>Mari-Flor A. Dollaga Libang</b> Regional Director</p>
<p><b>Step 4:</b> Accomplish and drop the Customer's Feedback Form on the dropbox.</p>	<p>Provide the applicant Organization the Customer's Feedback Form</p>	None	*5 minutes	<p><b>Jolibee D. Dagani, AA III</b> Support Staff (Field Office Standards Section Caraga)</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>emergency virtual assessment.</p> <p>Activities to take place:</p> <ol style="list-style-type: none"> <li>1. Brief overview on the assessment process;</li> <li>2. Observation on the counseling session; and</li> <li>3. Exit Conference</li> </ol>			
<p><b>STEP 6:</b> Awaits the approval of the confirmation report/issuance of the Certificate</p>	<p>1.1 Final Assessment of the application documents and result of the actual accreditation assessment.</p> <p>1.2 Prepares the confirmation report, with the following possible content:</p> <p>a. If favorable, inform applicant on the approval of his/her accreditation.</p>	None	7 working days	<p><b>Emelyn L. Mintal, SWO II</b> Technical Staff</p> <p><b>Archie D. Turtur, PDO III</b> Section Head</p>

	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			Support Staff  Regional Director
<b>STEP 7:</b> 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
<b>STEP 8:</b> Receives the Accreditation Certificate	Release of Certificate	None	1 working day	Support Staff (Field Office - Standards Section)
<b>TOTAL</b>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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.**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being

	complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>• The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>• Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>• The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b><i>Anti-Red Tape Authority (ARTA)</i></b>  <i><u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u></i> 8-478-5093</p> <p><b><i>Presidential Complaint Center (PCC)</i></b></p>



	<p><u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>
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## ENDORSEMENT OF DUTY-EXEMPT IMPORTATION OF DONATIONS TO SOCIAL WELFARE AND DEVELOPMENT AGENCIES

*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.*

<b>Office or Division:</b>	Standards Section – DSWD Field Office  Standards Compliance Monitoring Division (SCMD) – Standards Bureau, DSWD Central Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail of:</b>	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"> <li>DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li><a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 1</li> </ul>

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	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 2 <ul style="list-style-type: none"> <li>• To be certified and endorsed by the DSWD Field Office(s) having jurisdiction over the target area for distribution</li> </ul>
<b>OPTIONAL REQUIREMENTS</b>	
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.	<a href="https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf">https://www.dswd.gov.ph/issuances/MCs/MC_2019-021.pdf</a> – DSWD DFE Form 3 <ul style="list-style-type: none"> <li>• To be certified correct by the concerned DSWD Field Office</li> </ul>
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
<b>STEP 1:</b> 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 <b>correctness</b> 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.



<b>STEP 2:</b> 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
<b>STEP 3:</b> Awaits results of the assessment.	Review and conduct assessment of the submitted application documents for eligibility and compliance to documentary requirements;  <b>Step 3a – If found compliant to eligibility and documentary requirements</b>  Prepare for conduct of area visit	None	3 working days	Field Office: Standards Section technical staff

	<p><b>Step 3b – If found non-compliant to eligibility and documentary requirements</b></p> <p>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</p> <p>Provides the applicant the Client Satisfaction Measurement Form</p>			
<p><b>Note:</b> 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.</p>				
<b>STEP 4:</b> Validation Visit	Conducts area visit, obtains in-depth information concerning administrative and operational aspects of the program. ( <i>Optional</i> )	None	2 working days (per agreed schedule)	Field Office: Standards Section Technical Staff
<b>STEP 5:</b> 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

	Endorses the application to the Standards Bureau at the Central Office			DSWD Regional Director
	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

	<p>Prepares the following:</p> <ul style="list-style-type: none"> <li>• Endorsement letter to the DOF, Conforme letter to applicant that it should comply with post-facilitation requirements</li> <li>• Letter to concerned DSWD Field Office informing them of the endorsement</li> </ul> <p>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.</p>			
	<p>Endorsement to the Secretary</p> <p>Affixes initial to the endorsement letter to DOF</p>	None	1 working day	DSWD Undersecretary supervising the Standards Bureau
	<p>Final Approval of the Endorsement</p> <p>Affixes signature to the endorsement letter to DOF</p>	None	3 working days	SWD Secretary



<b>STEP 6:</b> 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
<b>TOTAL</b>				
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.**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.

FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<p><b>Anti-Red Tape Authority (ARTA)</b>  <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b>  <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u>  <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>

## 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.*

<b>Office:</b>	Standards Section – DSWD Field Office Standards Compliance and Monitoring Division (SCMD) Standards Bureau – DSWD Central Office
<b>Type of Transaction:</b>	Highly Technical
<b>Who may avail:</b>	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 REQUIREMENTS	WHERE TO SECURE
<b>A. For New Applicants</b>	
<b>1. For Social Workers</b>	
a. 2 copies of Application Form for Accreditation of Social Workers Managing Court Cases (Annex A)	<ul style="list-style-type: none"> <li>• DSWD Central Office - Standards Bureau (SB) IBP Road, Constitution Hills, Batasan Pambansa Complex, Quezon City</li> <li>• Any DSWD Field Office - Standards Section (Regions I, II, III, IV-A, V, VI, VII, VIII, IX, X, XI, XII, CAR, Caraga, MIMAROPA &amp; NCR)</li> <li>• Refer to DSWD Website – Administrative Order No. 1 series of 2008 for the form</li> </ul>
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
e. Letter of Recommendation attesting to the competence of the social worker	Any of the following: <ul style="list-style-type: none"> <li>• Supervisor of the applicant;</li> <li>• Philippine Association of Social Workers, Inc. (PASWI);</li> <li>• If court social worker, from the Philippine Association of Court Social Workers, Inc. (PACSWI)</li> </ul>

f. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>2. For Supervisors</b>	
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"> <li>• Case study reports;</li> <li>• Progress/running notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client
<b>B. For Renewal</b>	
<b>1. For Social Workers</b>	
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
d. The following documents on cases handled must be made available during on-site assessment: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes; and</li> <li>• Other relevant documentations pertaining to the cases</li> </ul>	Applicant/Client

<b>2. For Supervisor</b>	
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: <ul style="list-style-type: none"> <li>• Case study reports;</li> <li>• Progress/running notes/marginal notes;</li> <li>• Case summaries;</li> <li>• Case conference proceedings/notes</li> </ul>	Applicant/Client

**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
<b>A. Applications received through Walk-in Applicants</b>				





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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.  If incomplete or non-compliant, an acknowledgement letter shall be prepared indicating the checklist of lacking documents.			
	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.  The signed/approved acknowledgement letter shall also be sent to the applicant Social Worker.	None	1 hour	Standards Section Support Staff
	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
	1.5. The Standards Compliance Monitoring	None	1 day	Assigned DSWD-

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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"> <li>• Under Normal circumstances actual accreditation visit shall be conducted;</li> <li>• During the state of calamity/ emergency, virtual accreditation shall be conducted</li> </ul> <p>If incomplete or non-compliant, the Technical Staff to also prepare an acknowledgement letter indicating the checklist of lacking documents.</p>			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	None	13 hours and 30 minutes	Support Staff / Assigned technical staff/ SCMD Section Head / Bureau Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	schedule of the assessment			DSWD- Standards Bureau
<b>STEP 2:</b> The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD- Standards Bureau
	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.  <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>	None	5 days and 2 hours after conduct of assessment	DSWD – Standards Bureau Support Staff / Assigned technical staff/ SCMD Section Head / SCMD Division Chief
2. The Applicant shall coordinate with Standards Bureau through the Field Office on the schedule of the assessment.	2.1. The technical staff shall conduct assessment through review of case records, interview of the applicant and client/s, and conduct of other relevant activities.	None	1 day (per agreed schedule)	Assigned technical staff from DSWD- Standards Bureau

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2. 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 from DSWD- Standards Bureau / SCMD Section Head / SCMD Division Chief
<b>Issuance of Accreditation Certificate.</b> This shall be issued by the Department Secretary or his/her duly authorized representative if the applicant has qualified the accreditation standards.				
	<p>2.3. 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4. 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
	2.5. The Cluster Head to review and/or approve the Certificate of Accreditation and other approved attached documents.	None	1 day and 1 hour	Undersecretary/ Cluster Head  DSWD- Standards and Capacity Building Group
	<p>2.6. Standards Bureau to endorse the approved Certificate of Accreditation to the qualified Social Worker through the Field Office.</p> <p>One set of copy of the approved Confirmation Report and Certificate of Accreditation shall be transmitted to Records Section</p>	None	2 hours	Standards Compliance Monitoring Division (SCMD) Support Staff
3. Qualified applicant shall receive/pick-up the Accreditation Certificate from the Field Office where the application was filed.	<p>1.1 Notify the Applicant Organization on the availability of the Certificate</p> <p>1.2 Issues the Certificate of Accreditation</p>	None	30 minutes	Support staff from the DSWD FO- Standards Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>Concerned citizen/concerned agencies send letter/email to the concerned Field Office (FO)</li> <li>DSWD - Field Office send memo/email to Standards Bureau</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>FO send reply to the concerned citizen/ agencies within three (3) days upon receipt of the feedback</li> <li>Standards Bureau shall send reply letter/memo to the concerned Field Office/concerned citizen within three (3) days upon receipt of the feedback</li> </ul>
How to file a complaint	Complaints can be filed thru sending a letter or email to concerned DSWD FO or SB. The name of person being complained and the circumstances of the complaint should be included in the information.
How complaints are processed	<ul style="list-style-type: none"> <li>The concerned Office will conduct a case conference/meeting to discuss the issue/concern. If necessary, to set a meeting with the complainant and discuss the concern.</li> <li>Internal investigation shall be conducted, then provide recommendation and officially send reply letter/memo to the concerned citizen/agencies/FO.</li> <li>The timelines on the processing of complaints/grievances shall be according to the DSWD Grievance Mechanism Guidelines.</li> </ul>
Contact information of: ARTA, PCC, CCB	<b>Anti-Red Tape Authority (ARTA)</b> <u><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></u> 8-478-5093

	<p><b>Presidential Complaint Center (PCC)</b> <u><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></u> 8888</p> <p><b>Contact Center ng Bayan (CCB)</b> <u><a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></u> <b>before CSC (Civil Service Commission)- 0908-881-6565</b></p>
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# **ADMINISTRATIVE DIVISION**

## **Non-Frontline Services**



## 1. Issuance of Sticker Pass

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request for Sticker Pass from 8 AM to 5 PM, Mondays to Fridays except holidays	1. Receipt of duly accomplished request for issuance Sticker Pass from 8am to 3pm  1.1 Validate request:  If not duly signed: request for the lacking signature  if duly signed: Update expiration date of the sticker pass in PREMIS; for DSWD property with accountable person under regular / contractual / coterminous / casual employee expiration date shall be at the end of every semester and for COS workers, expiration date shall be the end of every quarter. For personal property expiration date shall be similar to the DSWD property with regular accountable person  1.2 Generate and print sticker pass and forward to Head of Property Office for signature	None	1 Hour, 5 Minutes	Rochelle C. Macuno   * Designated Program DPO
	1.3 Sign printed Sticker Pass	None	5 Minutes	Elizabeth C. Lipa
	1.4 Attach signed sticker pass to the submitted sticker pass request and	None	10 Minutes	* Designated

	file in the data file folder according to numerical sequence			Program DPO
2. Claim Sticker Pass	<p>2. Validate presented property vis-à-vis the details of property indicated in the request for issuance of sticker pass and in the printed sticker pass</p> <p>2.1 If incorrect details – inform the requester and request for the right item.</p> <p>If correct details - Attach sticker pass in the most visible and secure area of the property and present, the submitted sticker pass request for signature or requester as received sticker</p> <p>2.2 Update PREMIS and marked sticker pass as claimed</p>	None	30 Minutes	* Designated Program DPO
<b>TOTAL</b>		<b>None</b>	<b>1 HOUR, 50 MINUTES</b>	

**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased , Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

## 2. Transfer of Property Accountability

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

<b>Office/Division:</b>	Property and Supply Section (PSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
One (1) original copy of the duly accomplished Furniture and Equipment Transfer Slip (FETS)	To be prepared by the client Office's Designated Property and Supply Custodian (DPSC) through the Property Records and Equipment Monitoring Inventory System (PREMIS);			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request for Furniture and Equipment Transfer Slip (FETS)	1. The incoming/outgoing clerk shall receive the document submitted by the requesting Office from 8 AM to 5 PM Mondays to Fridays except holidays and forward to concerned staff.	None	5 Minutes	Rochelle C. Macuno
	1.1. Once received the property personnel shall review the accomplished	None	15 Minutes	* Designated Program DPO

	FETS form if the needed signatures are complete			
	<p>1.2. If incomplete, FETS shall be returned to the requester for completion.</p> <p>If complete, proceed to the next step</p> <p>Check the received FETS Request and process the approval of the request through the Property Records and Equipment Monitoring Inventory System (PREMIS) FETS request module</p> <p>Ensure that the client has provided their satisfaction feedback in PREMIS which will automatically register the service providers upon approval of the submitted request.</p> <p>Further, Property staff shall ensure compliance with</p>	None	30 Minutes	<p>*</p> <p>Designated Program DPO</p>

	the rule of identifying the primary and secondary accountable persons (see procedure under Recording, Documentation and Issuance of PPE and Semi-expendable properties)			
	<p>1.3. Generate and print the Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into two (2) copies and barcode sticker through PREMIS Report Module, the applicable forms shall depend on the acquisition cost of the property (see procedure under the Recording, Documentation and Issuance of PPE and Semi-expendable properties.</p> <p>Generate and print barcode sticker with</p>	None	30 Minutes	<p>*</p> <p>Designated Program DPO</p>



	number of copies as follows:			
	Computer Desktop	4		
	Split Type Air condition unit	2		
	Partition	Depends on the number of partition per property number		
	Blinds	Depends on the number of blinds per property number		
	Other property	1		
	Generated PAR/ICS with/without undertaking and barcode stickers shall be forwarded to the requesting office for signature.			
	1.4. The transaction shall be recorded by the incoming/outgoing clerk in the logbook for "Transfer for PAR/ICS" and/transmittal slip, for monitoring purposes.	None	5 Minutes	Rochelle C. Macuno
2. Upon receipt of the same, the previous end user shall sign on the				

<p>“Received from” portion and new end user shall sign on the “Received by” portion of the PAR/ICS, If end user is COS Worker, COS shall sign on the “Sub-PAR to”/” Sub-ICS to” portion of the document, as well as the undertaking which will be also signed by the primary accountable personnel.</p>				
<p>3. The old barcode stickers shall be replaced with the new barcode sticker before the transfer of item/s including accessories to the new end user. The Property personnel/Designated Property and Supply Custodian (DPSC)/Designated Property Officer (DPO)/Designated Property Custodian (DPC) shall ensure that the barcode sticker</p>				

is attached to the most visible and secured area of the property.				
4. The end user shall return the signed PAR/ICS, undertaking (if with secondary accountable person) to the property office	4. Forward to the Section Chief for signature on the "Approved by" portion of the PAR/ICS	None	15 Minutes	Rochelle C. Macuno
	4.1. Provide one copy of PAR/ICS and undertaking (if with secondary accountable person) to the end user for their reference	None	5 Minutes	* Designated Program DPO
	4.2. PREMIS shall be updated as to the following information:  a. Date the PAR/ICS and undertaking (if with secondary accountable person) was returned with signature of the end user  b. Date of approval of PAR/ICS	None	15 Minutes	* Designated Program DPO
	4.3. The copy of PAR/ICS and	None	10 Minutes	* Designated

	undertaking (if with secondary accountable person) shall be filed for reference.			Program DPO
<b>TOTAL</b>		<b>None</b>	<b>2 HOURS, 10 MINUTES</b>	

**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased , Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

### 3. Surrender / Turnover of Property and Cancellation of Property Accountability

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

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

1. Two (2) Original Copy and 1 photo copy of duly Accomplished Furniture and Equipment Transfer Slip (FETS)  2. For unserviceable property: <ul style="list-style-type: none"> <li>1 photocopy of Technical Assistance Report</li> <li>Inspection Report</li> </ul> 3. Actual Property for turnover	1. To be prepared by the Offices' Designated Property and Supply Custodian through the Property Records and Equipment Monitoring Inventory System (PREMIS) with prescribed format;  2. For unserviceable property:  From concerned DSWD OBSUs (IT Equipment – ICTMS/RICTMU; Motor Vehicle, Office Equipment, Furniture and Fixtures – GSS; Maintenance Equipment – GSS)  General Accounting Manual Volume II Appendix 62 with prescribed format  3. To be made available by the accountable person
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Furniture and Equipment Transfer Slip (FETS) for turnover and property for turnover	1. Receive the duly accomplished and approved FETS along with the pre-inspection report and the property for surrender forwarded to Property and Supply Section	None	150 Minutes	Rochelle C. Macuno
	1.1. The property staff will validate the submitted documents and verify the condition of the surrender property/item  The property staff shall provide	None	15 Minutes	* Designated Program DPO

	customer feedback form to the requesting party for the service provided			
	<p>1.2. The property staff shall process the submitted FETS through PREMIS</p> <p>a. If there are discrepancies, inquire for the correct details of the surrendered equipment</p> <p>b. If details are the same no discrepancy, the property staff shall sign the "Received by" portion in the FETS</p>	None	1 Hour	* Designated Program DPO
2. Receive 1 copy of FETS provided by the Property Staff and turnover the surrendered property	<p>2. Generate Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) and Barcode</p> <p>Generate and print two (2) copies of PAR/ICS from PREMIS "Report Module"</p> <p>Note:</p> <p>Under the "Report Module" in PREMS, select whether to print PAR or ICS based on the following:</p>	None	15 Minutes	* Designated Program DPO



	<table><tr><th>Type of Report</th><th>Acquisition Cost</th></tr><tr><td>PAR</td><td>P50,000.00 and above</td></tr><tr><td>ICS</td><td>P49,999.99 and below</td></tr></table>	Type of Report	Acquisition Cost	PAR	P50,000.00 and above	ICS	P49,999.99 and below			
	Type of Report	Acquisition Cost								
	PAR	P50,000.00 and above								
	ICS	P49,999.99 and below								
	Generate and print barcode sticker with number of copies as follows:									
	<table><tr><td>Computer Desktop</td><td>4</td></tr><tr><td>Split Type Air condition unit</td><td>2</td></tr><tr><td>Partition</td><td>Depends on the number of partitions per property number</td></tr><tr><td>Binds</td><td>Depends on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table>	Computer Desktop	4	Split Type Air condition unit	2	Partition	Depends on the number of partitions per property number			
Computer Desktop	4									
Split Type Air condition unit	2									
Partition	Depends on the number of partitions per property number									
Binds	Depends on the number of blinds per property number									
Other property	1									
2.1. The printed barcode stickers shall be attached to the most visible and secured area of the property.	None	15 Minutes	* Designated Program DPO							
2.2. The property staff who processed the request shall sign the generated PAR/ICS under the “Received by” portion and forward to the Property Section Chief for signature on the “Approved by” portion.	None	5 Minutes	* Designated Program DPO							

	2.3. Upon receipt of the approved PAR/ICS, the property officer shall undertake the cancellation of property accountability of the end user in:  a. PREMIS b. File Folders	None	15 Minutes	* Designated Program DPO
	2.4. The copy of PAR/ICS shall be scanned for uploading in PREMIS, the hard copy shall be filed for reference	None	10 Minutes	* Designated Program DPO
<b>TOTAL</b>		<b>None</b>	<b>4 HOURS, 45 MINUTES</b>	

**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased, Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

#### 4. Recording, Documentation and Issuance of Expendable or Consumable Supplies

Request for issuance of commonly used office supplies is being done through filling-out of Requisition and Issue Slip (RIS) prepared by designated OBSU staff. The RIS and actual issuance of supplies shall be processed by the Property and Supply Section subject to approval of the Asst. Regional Director for Administration (ARDA).

<b>Office/Division:</b>	Property and Supply Section (PSS)		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Three (3) copies of duly accomplished RIS of concerned Offices	1. RIS template issued to respective Offices with prescribed format;		
2. One (1) Photocopy of approved PPMP of requesting Office	2. Designated Supply/Property Officer of respective Office, Bureaus, Services, Units;		
3. One (1) Photocopy of approved Technical Assistance Request, if required	3. Focal person of concerned technical support office such as AS-GSS, ICTMS/RICTMU, SMS, among others, depending on the nature of technical assistance request without any prescribed format		
4. One (1) Photocopy of project proposal, if required	4. Focal person of proponent Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved Requisition Issue Slip (RIS) to Procurement Management Section (PMS)	1. Receive and validate the accuracy and completeness of all attached documents.  Upon receipt of RIS from PMD/PMS the Property/Supply Officer shall review	None	35 Minutes	Mary Grace M. Mendoza

including required attachment such as Project Procurement Management Plan (PPMP) and Technical Assistance Request (TAR)	<p>and verify the completeness of information and attachments as follows:</p> <ol style="list-style-type: none"> <li>Photocopy of approved PPMP</li> <li>Inventory of Supplies on-hand duly noted by the requesting Office's Head;</li> <li>Technical Report from concerned Offices, if necessary;</li> <li>Pre-repair inspection, if necessary.</li> </ol> <p>Property/Supply Staff shall return the RIS should the following be encountered:</p> <ol style="list-style-type: none"> <li>Incomplete documents</li> <li>Issuance will result in surplus of inventory of the requesting office.</li> <li>Item requested is not the intended item for replacement</li> <li>The specification of the item requested is not the same as provided in the Technical Report.</li> </ol>			
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	1.1 If documents are complete, assign the RIS number, encode the RIS details in the monitoring tool, check the availability of the stocks	None	30 Minutes	Mary Grace M. Mendoza
	<p>1.2 Assess the availability of the requested supplies. Fill-out the RIS Form. Put "√" for available items and/or "X" for items that are not available.</p> <p>If not available, prepare a Memorandum for the end-user returning the RIS with instruction to prepare Purchase Request (PR) to procure those marked as unavailable items.</p> <p>If available, request the approval of the Division/Section Chief in the RIS for the issuance of the item/s.</p> <p>Indicate the quantity issued in the "issued-quantity" column and any remarks in the "issued-remarks" column.</p> <p>Prepare the items to be issued by observing the First In First Out (FIFO)/First Expired First Out</p>	None	30 Minutes	Mary Grace M. Mendoza

	(FEFO) method. Issue and sign the "Issued by" portion.  Goods to be issued must be recorded in the Stock and Bin Card and existing database.			
2. Receipt and validate the quantity and specification of received items. If accurate/in order, sign the "received by" portion of RIS.	2. The property staff shall issue the available requested items to the end user. The property/supply staff shall retain the original copy of the duly signed RIS for preparation of Report of Supplies and Materials Issued (RSMI), while the 2 <sup>nd</sup> copy shall be given to the end-user. .	None	4 Hours	Mary Grace M. Mendoza
3. Fill up Customer Satisfaction Measurement Form (CSMF)	3. The property staff shall provide CSMF to the client for the service provided.	None	2 Minutes	Mary Grace M. Mendoza
	3.1. After completion of the issuance of expendable/consumable supplies, the concerned property personnel shall prepare monthly RSMI to be submitted to the Accounting Section	None	30 Minutes	Mary Grace M. Mendoza
<b>TOTAL:</b>		<b>None</b>	<b>6 HOURS, 7 MINUTES</b>	

## 5. Re-issuance of Equipment and Semi-Expendable Supplies

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



<b>Office/Division:</b>	Property and Supply Section (PSS)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Original copy of memorandum requesting for issuance of property  2. Two (2) Original copies of Furniture and Equipment Transfer Slip (FETS)  3. Two (2) Original copies of Property Accountability Receipt or Inventory Custodian Slip		1. From concerned OBSUs and personnel, interoffice memorandum format  2. From PREMIS online through the Designated Property Officer of concerned Office  3. From PREMIS online through the Designated Property Officer of concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare request letter containing item specifications, quantity, purpose and to whom the equipment or semi-expendable equipment/supply shall be assigned.	1. Receive, review and verify the availability of request	None	1 Hour	Requesting Office  * Designated Program DPO
	1.1. Inform requesting Office on the availability/non-availability of items	None	1 Hour	* Designated Program DPO

	1.2. Request approval of FETS for confirmation of transfer	None	1 Hour	* Designated Program DPO
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/ICS and barcode	None	1 Hours, 30 Minutes	Requesting Office  * Designated Program DPO
	2.1 Transfer accountability through updating of database and issuance of PAR or ICS	None	30 Minutes	* Designated Program DPO
	2.2 Process the approval of PAR or ICS	None	15 Minutes	* Designated Program DPO
	2.3 Attach generated barcode sticker on the requested item	None	15 Minutes	* Designated Program DPO
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	1 Hour	Requesting Office  * Designated Program DPO
	3.1. Provide customer feedback form to the requesting party for the the service provided	None	5 Minutes	* Designated Program DPO

<b>TOTAL:</b>		<b>None</b>	<b>6 Hours, 35 Minutes</b>	

**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased, Socotech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

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

Technical Assistance is provided to Office, Bureaus, Service Unit and Field Offices in the area of Property, Asset and Warehouse Management to capacitate their Property Officers and/or Designated Property and Supply Custodian on the knowledge of DSWD Guidelines, Oversight Agencies Rules and Regulations on Property and Supply Management and Land Titling facilitation.

<b>Office/Division:</b>	Property and Supply Section (PSS)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. DSWD Offices</li> <li>2. DSWD Designated Property and Supply Custodian</li> <li>3. Field Offices</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request for Technical Assistance - One (1) original copy.	To be prepared by DSWD Office OBSU and Field Offices through Memorandum addressed to Administrative Division Chief, Attention the PSS Officer signed by their Head of Office or authorized official.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Forward the request for Technical Assistance (TA) indicating the specific topics and concerns to be discussed from 8 AM to 5 PM, Mondays to Fridays except holidays	1. Received request for TA from 8 AM to 5 PM, Mondays to Fridays except holidays, and forward to the Head of Property Office	None	5 Minutes	Rochelle C. Macuno
	1.1 Review the request. Check the availability of Technical Staff on the requested date of TA.  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	Elizabeth C. Lipa
	1.2 For scheduled TA Request, Technical Staff	None	5 Days	Karen Grace M. Maputol /

	shall prepare a reply for confirming the date of TA/prepare reply for reschedule of TA.  a. Prepare Special Order (If Field Office) for the period of TA.  b. Prepare the needed documents and information for the conduct of TA			Lemar John C. Berido   John John L. Ponte   Karen Grace M. Maputol / Lemar John C. Berido
	1.3 Conduct TA for immediate request and/or scheduled TA request	None	1 day for OBSU/4 days for Field Office	Karen Grace M. Maputol / Lemar John C. Berido
2. Accomplished the TA Evaluation Form and/or Client Satisfaction Measurement Form (CSMF)	2. Receive the duly accomplished TA Evaluation Form and/or CSMF.	None	10 Minutes	Karen Grace M. Maputol / Lemar John C. Berido
	2.1 Consolidate the TA Evaluation Form.  2.2 Prepare TA Feedback Report for review and signature of the Head of Property Office	None	10 Days from returned to Official Station  CSMF report will be submitted to CART every 10 <sup>th</sup> of the	Karen Grace M. Maputol / Lemar John C. Berido

	<p>2.3 Provide copy of TA Feedback Report to the requester of TA</p> <p>For CSMF – will be reported on the succeeding month after the conduct of TA, this will be included in the Client Satisfaction Measurement Survey Report (CSMR) submitted to DSWD Central Office (CO)/Field Office (FO) Committee on Anti Red Tape (CART) focal every 10<sup>th</sup> of the succeeding month</p>		succeeding month	
<b>TOTAL</b>		None	16 Days and 30 Minutes for immediate TA/19 Days and 30 Minutes for scheduled TA	

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

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



2. To ensure recording and documentation of cases of loss, damage or destruction of government properties

<b>Office/Division:</b>	Property and Supply Section (PSS)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) 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).	1. From PSS Office through PREMIS
2. One (1) original copy of duly notarized Affidavit of Loss	2. To be prepared by the client without any prescribed format
3. One (1) original copy of duly notarized Joint Affidavit of Two (2) Disinterested Person.	3. To be prepared by the client without any prescribed format
4. One (1) original copy of Police Report	4. To be prepared by the client without any prescribed format
5. One (1) original copy Comments of the Head Cluster/Regional Director	5. To be prepared by the client without any prescribed format
6. One (1) original copy of Certification from Competent Authority on the Destruction brought by Natural Calamity and Insurgency.	6. To be prepared by the client without any prescribed format
7. One (1) original copy of Inspection Report of Damaged Property.	7. To be prepared by the client without any prescribed format
8. One (1) photocopy of Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS)	8. From Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>5.1 Processing of Request for Relief</b>				
1. Submit copy of notarized Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP) with proof of receipt by the Commission on Audit (COA) and/or request for relief duly endorsed by the Head of Offices, Divisions, and Sections (HODS) concerned.	1. Receive copy of notarized RLSDDP with proof of receipt by COA and/or Request for Relief duly endorsed by the HOBS concerned and record in the Enhanced Documents Transaction Management System (EDTMS)/Logbook	None	5 Minutes	Rochelle C. Macuno
	1.1 Review if the submitted request has complete documentary requirements as provided for under Sec. 6.9 of AO 6, s. 2017 <i>ng Sec. 6.9 ng AO 06, S. 2017</i>  1.2 Verify if the property is already tagged in PREMIS as lost/damaged/destroyed; If not, tag property as lost	None	2 Hours	* Designated Program DPO

	<p>under the module RLSDDP</p> <p>If not complete:</p> <p>prepare a reply Memorandum to the accountable officer thru the HOBS to require submission of the identified lacking document requirement/s</p> <ul style="list-style-type: none"> <li>▪ The Memorandum shall be signed by the Administrative Division Chief</li> </ul> <p>If complete, proceed to the next step</p>			
	<p>1.3 Prepare recommendation/ comments addressed to COA, copy furnished the Accountable Officer and HOBS concerned, to be signed by the Regional Director</p>	<p>None</p>	<p>3 Hours</p>	<p>* Designated Program DPO</p>

	<p>a. The Administrative Division Chief and Head of Property Office shall affix his/her initial on the draft Recommendation/ Comment;</p> <p>b. The draft Recommendation/ Comment shall be properly endorsed by the aforementioned officials, with sufficient information as to the compliance of the Request to all the documentary requirements</p>			<p>Administrative Division Chief</p> <p>Elizabeth C. Lipa</p>
	1.4. Route the original copy to COA and photocopy to the Accountable Officer and HODS concerned	None	5Minutes	Rochelle C. Macuno

	1.5. The property staff shall scan and file the receiving copy of the recommendation /comment/s	None	5Minutes	John John L. Ponte
<b>TOTAL:</b>		<b>None</b>	<b>5 HOURS, 15 MINUTES</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>5.2 Provision of Technical Assistance upon Receipt of COA Decision</b>				
1. Forward copy of COA decision on the request for relief from property accountability	1. Receive copy of COA decision on the accountable officer's Request for Relief from Property Accountability and record the received document in the EDTMS/Logbook	None	5 Minutes	Rochelle C. Macuno
	a. Review the Decision of COA to determine the appropriate assistance to be provided to the accountable officer, as follows:  <b>If Relief is Granted</b>  1. Prepare Memorandum	None	3 Hours	* Designated Program DPO

	<p>to Finance Office endorsing the COA decision and request the dropping of the lost property from the Books of Accounts for signature of Administrative Service Chief, copy furnished the Accountable Officer through the HOBS/HODS</p> <p>2. Update records/PREMIS</p> <p><b>If Relief is Denied –</b></p> <p>1. Prepare memorandum informing the Accountable Officer of the “Money Value” to be settled and processes for replacement or payment, as the case maybe, in accordance with the existing guidelines.</p> <p>a. <b>Replacement</b> Accountable Officer to submit to Property Office through a memorandum the details of the proposed</p>			
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	item/s with same or higher specifications as replacement to the lost property  b. <b>Payment</b> – Accountable Officer to settle/pay the “money value” of the lost property based on the existing COA accounting rules and guidelines			
<b>2. For Replacement:</b>  Present replacement unit for the lost property	2. Inspect/Validate the offered replacement item/s  <b>If Non-Compliant</b>  Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements  <b>If Compliant</b>  Proceed to next step	None	15 Minutes	* Designated Program DPO
	2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall:	None	2 HOURS	* Designated Program DPO

	<p>a. Accept replacement unit upon concurrence of COA Representative</p> <p>b. Prepare necessary documentation/ update record in PREMIS</p> <p>c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and COA on the acceptance of offered replacement items for reference and recording in the Books of Accounts</p>			
<p><b>For Reimbursement</b></p> <p>Request for Assistance for securing the Order of Payment from Accounting Division/Accounting Section and pay the money value of the</p>	<p>2.1. Assist the accountable officer in securing from the Accounting Section the Order of Payment and in paying in the Cash Division/Section the money value of the lost property in accordance with the approved recommendation.</p>	None	2 HOURS	* Designated Program DPO

<p>lost property in accordance with the approved recommendation</p> <p>Upon receipt of the Official Receipt (OR), forward original copy to property office for facilitation of cancellation of property accountability in the the property records</p>	<p>2.1 Facilitate the cancellation of property accountability in the property records upon receipt of copy of the OR from the accountable officer</p> <p>2.2 Forward to the Accounting Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts.</p> <p>In the same Memorandum, a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Division for records purposes.</p>			
	<p>2.3. Upon completion of the process, the Property Personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback from</p>	None	5 Minutes	* Designated Program DPO

<b>TOTAL:</b>	<b>None</b>	<b>For Replacement: 5 Hours, 25 Minutes</b>  <b>For Reimbursement: 5 Hours, 10 Minutes</b>
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**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased, Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

**Note:**

**Computation of the Money Value of Lost Properties**

**Rule:**

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of replacement cost;
2. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Section;
4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

**Sample Computations:**

**1. DEPRECIATED REPLACEMENT COST (DRC)**

DRC = Current Market Price – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

<b>Current Market Price (replacement cost)</b>	<b>P50,000.00</b>
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$  (P50,000.00 – 2,500)/60 mos.	P791.67
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020
Depreciation Period (from the date of acquisition until the time of loss)	11 months
<b>Accumulated Depreciation</b> (P791.67 x 11)	P8,708.37
<b>Depreciated Replacement Cost</b> (P50,000.00 – P8,708.37)	<b><u>P41,291.63</u></b>

## 1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

<b>Acquisition Cost</b>	<b>P50,000.00</b>
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$  (P50,000 – 2,500)/60 mos.	P791.67
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss)	52 months

2014 – 2 mos.	
2015 – 12 mos.	
2016 – 12 mos.	
2017 – 12 mos.	
<u>2018 – 12 mos.</u>	
<u>2019 – 2 mos.</u>	
Total = 52 mos.	
<b>Accumulated Depreciation</b> (P791.67 x 52)	<b>P 41,166.64</b>
<b>NBV/Carrying Amount</b> (P50,000.00 – 41,166.67)	<b><u>P 8,833.33</u></b>

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

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

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



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	<p>Officer thru the HOBS/HODS concerned to require submission of the identified lacking requirement/s</p> <p>a.1. The Memorandum shall be signed by the Administrative Division Chief</p> <p>b. If Complete – Proceed to the next step</p>			
	<p>1.3 Prepare a recommendation addressed to the Regional Director for the replacement or payment of the lost property to be coursed through the Accounting Office for concurrence as to the computation of the Money Value</p> <p>The following factors should be taken into consideration when preparing a recommendation (as provided in AO 6, S. 2017)</p> <p>a. The replacement unit must be of similar or higher specification than that of the unit sought to be replaced.</p>	None	3 Hours	* Designated Program DPO

	<p><i>b.</i> The replacement unit must be in good working condition, regardless of the lost property's condition at the time of loss.</p> <p><i>c.</i> The replacement of the lost property is more advantageous to the government. Otherwise, payment of the money value of the property shall be required.</p> <p>In preparing the recommendation, the Property personnel should determine the money value of the lost property in accordance with the applicable rules:</p> <p><i>a.</i> Money value of the lost Property, Plant and Equipment (PPE) shall be based on the Depreciated Replacement Cost (DRC)</p> <p><b>Please refer to the sample computation of the DRC provided hereunder.</b></p> <p><i>b.</i> Money value of lost semi-expendable properties shall be</p>			
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	<p>based on the Current Replacement Cost (CRC) with the same condition and specifications of the lost semi-expendable property.</p> <p>The property personnel shall conduct the necessary market research to determine the appropriate computation of money value of the lost property.</p> <p>Note: for lost IT and communication equipment, system upgrades, installed applications and licenses, as well as the cost incurred for the said upgrades shall be considered in the determination of the value of lost property.</p>			
	<p>1.4 Upon receipt of the decision (approval/disapproval ) from the Regional Director on the request, the Property personnel shall assess the same and advise the accountable officer through the HOBS/HODS for the next steps to be undertaken:</p> <p><b>If the request is disapproved</b></p>	None	2 Hours	* Designated Program DPO

	<p>Prepare a Memorandum informing the Accountable Officer of the disapproval of the request and/or require compliance with the lacking requirements, within 7 working days upon receipt of the Memorandum.</p> <p>Upon receipt of the lacking requirements or compliance with the instructions of the Regional Director, repeat the 3<sup>rd</sup> step of this Citizen's Charter</p> <p><b>If the request is approved</b></p> <p>Proceed to next step</p>			
	<p>1.5 Prepare Memorandum to Accountable Officer through his head informing the approval of the request for reimbursement/replacement of the lost property and the steps to be undertaken for the execution of the decision (e.g. submission of the replacement unit and TA Report, if applicable) or payment of the money value to the</p>	None	30 Minutes	* Designated Program DPO

	Cash Section within 15 calendar days from receipt of the decision			
2. Present replacement unit/Settle the money value of the lost property	<p>2. In case of replacement of IT and communication equipment, the accountable officer should be advised to request technical assistance from the Regional/Information and Communications Technology Management Service (R/ICTMS) for the assessment of the replacement unit. The technical assistance report from the R/ICTMS shall be presented to the Property Office upon submission of the replacement unit in accordance with the approved recommendation</p> <p>Inspect/Validate the offered replacement item/s</p> <p><b>If Non-Compliant</b></p> <p>Inform the Accountable Officer of the reason/s for non-compliance and require to meet the needed requirements.</p>	None	2 Hours	* Designated Program DPO



	<b>If Compliant</b>  Proceed to next step			
	2.1. Once the replacement unit is compliant with the approved recommendation, the Property Personnel shall: <ul style="list-style-type: none"> <li>a. Accept replacement unit</li> <li>b. Prepare necessary documentation/update record in PREMIS</li> <li>c. Prepare Memorandum to Finance and Management Service (FMS)/Finance and Management Division (FMD) and copy furnish Accountable Officer on the acceptance of the offered replacement items for reference and recording in the Books of Account</li> </ul>	None	2 Hours	* Designated Program DPO
	2. In case of reimbursement, the accountable officer, through the assistance of property personnel shall secure from the Accounting Section	None	1 Hour	* Designated Program DPO

	the order of payment and pay to the Cash Section the money value of the lost property in accordance with the approved recommendation.			
3. Forward original copy of Official Receipt (OR)	<p>3. Facilitation of cancellation of property accountability in the property records.</p> <p>The Property Office shall, through the Memorandum forward to the Accounting Section the original copy of OR together with the relevant documents for purposes of dropping from the books of accounts.</p> <p>In the same Memorandum a copy of Journal Entry Voucher (JEV) shall be requested from the Accounting Section, for records purposes.</p>	None	1 Hour	* Designated Program DPO
	3.1 Upon completion of the process, the Property personnel shall secure feedback from the client/accountable officer through the prescribed customer feedback form	None	5 MINUTES	* Designated Program DPO

<b>TOTAL:</b>	None	<b>Replacement: 11 Hours, 55 Minutes</b>  <b>Reimbursement: 7 Hours, 25 Minutes</b>
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**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased, Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
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**Note:**

**Computation of the Money Value of Lost Properties**

**Rule:**

1. The Money Value shall be equal to the Depreciated Replacement Cost (DRC) of property at the time of loss. Consistent with the provisions of Section 41, Chapter 10 of GAM for NGAs, DRC shall be equal to the replacement cost (current market price) less accumulated depreciation calculated on the basis of Replacement cost;
2. Should there be no available current market price, the property's carrying amount or the Net Book Value (NBV) shall be considered.
3. The computation of DRC shall be done by the Property Officer; On the other hand, the Net Book Value may be requested from the Accounting Division/Section.
4. For properties which are fully depreciated, adopt the residual value equivalent to at least 5% of the cost of the property shall be adopted

**Sample Computations:**

**1. DEPRECIATED REPLACEMENT COST (DRC)**

$$\text{DRC} = \text{Current Market Price} - \text{Accumulated Depreciation}$$

Where:

$$\text{Accumulated Depreciation} = \text{Monthly Depreciation} \times \text{Depreciation Period}$$

Thus:

<b>Current Market Price (replacement cost)</b>	<b>P 50,000.00</b>
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Current Market Price} - 5\%}{\text{Estimated Useful Life}}$ (P50,000.00 – 5%)/60 mos.	P791.67
Date of Acquisition	January 6, 2020
Date of Loss	November 15, 2020
Depreciation Period (from the date of acquisition until the time of loss)	11 months
<b>Accumulated Depreciation</b> (P791.67 x 11)	P8,708.37
<b>Depreciated Replacement Cost</b> (P50,000.00 – P8,708.37)	<b><u>P41,291.63</u></b>

## 1. NET BOOK VALUE

Net Book Value = Acquisition Cost – Accumulated Depreciation

Where:

Accumulated Depreciation = Monthly Depreciation X Depreciation Period

Thus:

<b>Acquisition Cost</b>	<b>P50,000.00</b>
Estimated Useful Life (in months)	60 months (5 years)
Monthly Depreciation = $\frac{\text{Acquisition Cost} - 5\%}{\text{Estimated Useful Life}}$ (P50,000.00 – 2,500)/60 mos.	P791.67
Date of Acquisition	November 4, 2014
Date of Loss	February 27, 2019
Depreciation Period (from the date of acquisition until the time of loss)	52 months

2014 – 2 mos.	
2015 – 12 mos.	
2016 – 12 mos.	
2017 – 12 mos.	
<u>2018 – 12 mos.</u>	
<u>2019 – 2 mos.</u>	
Total = 52 mos.	
<b>Accumulated Depreciation</b> (P791.67 x 52)	<b>P41,166.64</b>
<b>NBV/Carrying Amount</b> (P50,000.00 – 41,166.64)	<b><u>P8,833.33</u></b>

## 9. Recording, Documentation and Issuance of PPE and Semi-Expendable Properties

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

<b>Office/Division:</b>	Property and Supply Section (PSS)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 1 Copy of Purchase Order (PO) 2. 1 Copy of Contract (if applicable) 3. 1 Copy of Sales Invoice / Delivery Receipt (SI/DR) 4. 1 Copy of Notice to Proceed 5. 1 Copy of Inspection and Acceptance Report (IAR) 6. 1 Copy of Property Transfer Report (PTR) (If applicable)	1. Procurement Management Service 2. Concerned Offices, Bureaus, Services, Units (OBSUs)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete documents to Property Office:	1. Receive the following documents from Inspection Committee from 8am to 5pm, Mondays to Fridays, except holidays: <ul style="list-style-type: none"> <li>a. Purchase Order (PO) Or Contract</li> <li>b. Sales Invoice (SI)/Delivery Receipt (DR)</li> <li>c. Certificate of Completion</li> <li>d. Inspection and Acceptance Report (IAR)</li> <li>e. Property Transfer Report (PTR) for transferred property from Central Office (CO) to Field Office (FO), FO to CO, FO to FO</li> <li>f. Deed of Donation (DOD)</li> <li>g. Contract to properties attached to subscription plan</li> <li>h. Liquidation Report for fabricated properties</li> <li>i. Approved distribution list</li> </ul> ***Ensure that the items are properly inspected prior to transmittal of documents***	None	5 Minutes	Rochelle C. Macuno



	1.1 Validate the accuracy and completeness of all attached documents  If no, request for the lacking document/s  If yes, proceed to the next step	None	15 Minutes	* Designate d Program DPO
	1.2 Determine the Property's acquisition cost.  If Php 50,000.00 and above - record the property details in the Property Records and Equipment Monitoring Inventory System (PREMIS) under the "Property Records" module  If PHP 49,999.99 and below or acquired as attachment to subscription plan/contracts, donation, or fabrication regardless of the acquisition cost – record in PREMIS under the "Inventory Custodian Slip (ICS)" module.  Upon successful encoding electronically, a property number shall be automatically generated by the system for property identification	None	10 Minutes	* Designate d Program DPO
	1.3 Encode to PREMIS the identified end user and other information  Copy the assigned property number and open	None	15 Minutes	* Designate d Program DPO

	<p>the "Transfer Thru Furniture and Equipment Transfer Slip (FETS)" module in PREMIS to record the identified end-user</p> <p>As a general rule, the primary accountable personnel shall be those regular, coterminous, contractual, or casual employees.</p> <p>Should the actual end-user of the property be a Contract of Service (COS) Worker, they shall be recorded as the secondary accountable personnel with the regular, coterminous, contractual, or casual employee within their office as the primary accountable officer</p>			
	<p>1.4 Print forms and Barcode Stickers/Property Label</p> <p>Generate and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), Undertaking (if there is a secondary accountable person) into three copies and barcode sticker through the "PREMIS Report" module; the applicable forms shall depend on the acquisition cost (see process above):</p>	None	15 Minutes	<p>* Designated Program DPO</p>

	<p>Generate and print the barcode sticker, with number of copies, as, follows:</p> <table><tr><td>Computer Desktop</td><td>3</td></tr><tr><td>Split Type Air Condition Unit</td><td>2</td></tr><tr><td>Partitions</td><td>Depending on the number of partitions per property number</td></tr><tr><td>Blinds</td><td>Depending on the number of blinds per property number</td></tr><tr><td>Other property</td><td>1</td></tr></table>	Computer Desktop	3	Split Type Air Condition Unit	2	Partitions	Depending on the number of partitions per property number	Blinds	Depending on the number of blinds per property number	Other property	1			
Computer Desktop	3													
Split Type Air Condition Unit	2													
Partitions	Depending on the number of partitions per property number													
Blinds	Depending on the number of blinds per property number													
Other property	1													
	<p>1.5 Attach Barcode Stickers to the Property</p> <p>The printed barcode stickers shall be attached to the most visible and secured area of the property before the issuance of item(s) to the end user</p>	None	15 Minutes	* Designated Program DPO										
	<p>1.6 Approve Property Acknowledgement Receipt (PAR)/ICS</p> <p>The Property and Supply Section Head shall sign on the “Approved by” portion of the PAR or ICS</p>	None	5 Minutes	Elizabeth C. Lipa <i>Division/Section</i>										

	<p>1.7. Endorse the approved PAR/ICS and Undertaking (if with secondary end user) to the end user with attached Client Satisfaction Measurement Form (CSMF)</p> <p>The property staff shall prepare a Memorandum to endorse the PAR/ICS and undertaking (if with secondary end user) forms with the attached CSMF to the identified end user. The Property Section Head shall sign the Memorandum as well as the "Approved by" portion of the PAR/ICS.</p> <p>Once signed the Memorandum together with the approved PAR/ICS shall be transmitted to the end user for signature.</p> <p>The transaction should be recorded by the incoming/outgoing clerk in the logbook/transmittal for monitoring purposes</p>	None	15 Minutes	<p>* Designated Program DPO</p> <p>Rochelle C. Macuno</p>
	<p>1.8 Issue Property to the End User</p> <p>Upon receipt of the signed and approved PAR/ICS, the concerned property officer shall facilitate issuance of property to the end user.</p> <p>Upon issuance of the property, the property officer shall sign on the</p>	None	1 Hour	<p>* Designated Program DPO</p>

	"Issued by" portion in the PAR/ICS			
	<p>1.9 Provide copy of PAR/ICS and undertaking (if with secondary accountable person) to the concerned offices</p> <p>Provide one copy of PAR/ICS to the end-user for their reference</p> <p>Provide one copy to Procurement Unit for attachment to the Disbursement Voucher.</p> <p>For the transferred property from CO to FO / FO to CO / FO to FO, provide one copy of signed PAR/ICS with attached original copy of PTR to Finance Management Division</p>	None	30 Minutes	* Designate d Program DPO
	<p>1.10 Update PREMIS</p> <p>PREMIS shall be updated as to the following information:</p> <ol style="list-style-type: none"> <li>1. Date the PAR/ICS was returned with signature of the End-User</li> <li>2. Date of approval of PAR/ICS</li> </ol>	None	10 Minutes	* Designate d Program DPO
	1.11. File the copy of PAR/ICS and Undertaking (if with secondary accountable person)	None	5 Minutes	* Designate d Program DPO

	The copy of PAR/ICS and undertaking (if with secondary accountable person) shall be filed for reference			
<b>TOTAL</b>		<b>None</b>	<b>3 HOURS, 20 MINUTES</b>	

**\*Designated Program DPO:**

1. **Argemenic Leopardas** - ORD/ARDA/ARDO Office, PPD, Admin and Protective Division (ARRS, MTA, RRPTP, Standards, Combased , Soctech, Centenarians), CBU, Donations and Transfer of Property from CO or other FOs, INFRA projects, AICS/SWAD
2. **Mary Grace M. Mendoza** - SFP, SocPen
3. **Karen Grace M. Maputol** - Pantawid Pamilya, HRMDD, UCT
4. **Lemar John C. Berido** - SLP, EPAHP, ICTMS
5. **Christian Billy S. Encarnado** - KC, FMD (Acctg., Budget, Cash), SMU
6. **Carlo S. Dumanon** - RRCY, HFG, PSD Chief, NHTS
7. **John John L. Ponte** - RJJWC, COA, Legal Office, DRMD

## 10. Physical Count of Property, Plant, and Equipment (PPE)

To ensure integrity of custodianship of properties of the Department, a physical count of all properties of the Department shall be conducted, annually in case of PPEs.

<b>Office/Division:</b>	Property and Supply Section (PSS)
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Department of Social Welfare and Development (DSWD) Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. Special Order		1. Property and Supply Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Section 7.0 of DSWD Administrative Order No. 06, S. 2017 Conduct of Inventory/Physical Count of Properties and Inventories	<p>1. The Inventory Committee in Field Office (ICFO), shall plan the conduct of Annual Physical Count of PPEs and through its Secretariat, shall prepare the inventory guidelines and other needed documents.</p> <p>The secretariat shall facilitate the preparation of Regional Special Order (RSO) for the Constitution/Reconstitution of Membership of the Inventory Committee.</p> <p>The Regional Director shall sign the RSO</p>	None	3 Days	ICFO Secretariat (Property Office – Elizabeth C. Lipa
	<p>1.1. Prepare Notice of Meeting</p> <p>Once the RSO is approved, Secretariat shall prepare the Notice of Meeting for signature of ICFO Chairperson.</p> <p>The agenda to be indicated in the Notice shall be as follows:</p> <p>a. Inventory procedures as indicated in the RSO and other guidelines related to inventory taking activity</p>	None	30 Minutes	ICFO Secretariat (Property Office – Elizabeth C. Lipa

	<p>b. Specific assignments/roles of ICFO members and other personnel involved, schedule, dates, location and target completion of Inventory Taking activity</p> <p>Once the Notice of Meeting is signed, the incoming/outgoing clerk shall route the same to all members of the ICFO for information.</p>			Rochelle C. Macuno
	<p>1.2. Conduct of Meeting</p> <p>ICFO shall conduct meeting and finalize the activities for the conduct of physical count.</p> <p>The required Minutes of the Meeting (MOM) will be prepared by the Secretariat.</p> <p>The Physical Inventory Plan (PIP) shall be for onward endorsement to the Regional Director for Approval.</p>	None	4 Hours	<p>Atty. Faizal A. Padate and the ICFO Members</p> <p>Argemenic P. Leopardas</p>
	<p>1.3. Prepare invitation to Commission on Audit (COA) and Internal Management Audit Analyst (MAA) and Memorandum to Offices</p> <p>The Secretariat shall gather the relevant</p>	None	1 Hour, 30 Minutes	Argemenic P. Leopardas

	<p>documents as bases for the conduct of inventory taking, as provided in the Guidelines.</p> <p>The Secretariat shall also prepare the following documents for signature of the RD</p> <p>a. Memorandum addressed to all offices informing about the schedule of inventory taking in their stations.</p> <p>b. Letter/Memorandum to COA and MAA to request representatives who will witness the conduct of physical count</p>			<p>Elizabeth C. Lipa – preparation of memorandum</p> <p>Mari-Flor A. Dollaga-Libang – Regional Director</p> <p>Elizabeth C. Lipa</p>
	<p>1.4. Route/Disseminate Information to Concerned Offices</p> <p>Once the documents are signed, the incoming /outgoing clerk shall route the same to concerned offices for information.</p>	None	5 Minutes	Rochelle C. Macuno
<b>TOTAL:</b>		<b>None</b>	<b>3 Days, 6 Hours, 5 Minutes</b>	

### Conduct of Physical Count of PPE

	<p>1. Provide Instruction</p> <p>Prior to the actual conduct of the physical count, the</p>	None	30 Minutes	Atty. Faizal A. Padate
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	ICFO Chairperson shall provide specific instructions to the Team for the smooth conduct of physical count			
	<p>1.1. Conduct the Physical Count</p> <p>Using the barcode scanner, the Inventory Team shall check the property description vis-a-vis reference documents on hand and indicate present condition of equipment.</p> <p>Replace property stickers/barcodes, if necessary.</p> <p>Each member of the inventory team shall forward the accomplished inventory sheet to the Secretariat for consolidation.</p>	None	2 Minutes per Property Item	<p>ICFO Inventory Team</p> <p>ICFO Secretariat</p> <p>ICFO Inventory Team</p>
	<p>1.5. Prepare the inventory findings</p> <p>After the conduct of physical count, the Secretariat shall prepare a Memorandum to concerned offices to be signed by the ICFO Chairperson. This is to inform them of the result of the result of the physical count in their office.</p> <p>All discrepancies between the physical count and records shall be reported to</p>	None	4 Hours	Elizabeth C. Lipa

	<p>Head of Office concerned and reconcile immediately.</p> <p>The result must specify ICFO's findings such as:</p> <ul style="list-style-type: none"> <li>a. Properties that are located in the station; and</li> <li>b. Properties that are not located in the station (discrepancies); in this case, ICFO shall schedule the conduct of re-inventory/revalidation</li> </ul>			
	<p>1.6. Forward signed Inventory Report/ Findings</p> <p>Once the Report/Findings are signed, the incoming/outgoing clerk shall route/forward the same to concerned office/s</p>	None	5 Minutes	Rochelle C. Macuno
	<p>1.7. Conduct Re-Inventory/Revalidation</p> <p>This activity will address the result/findings of discrepancies during the conduct of physical count of properties</p>	None	2 Hours	<p>ICFO Inventory Team</p> <p>ICFO Secretariat</p>
	<p>1.8. Conduct Reconciliation of Property Records and Books of Accounts</p> <p>Upon completion of the conduct of physical count, ICFO shall conduct reconciliation of property</p>	None	30 Days	<p>ICFO Inventory Team</p> <p>ICFO</p>

	<p>and accounting records and shall address discrepancies, in accordance with the guidelines.</p> <p>As a result of this activity, data reconciliation report shall be prepared to serve as reference in the preparation of RPCPPE</p> <p>For properties not found in station, the property office will issue a Memorandum to the concerned office requesting to produce the property. If the same cannot be produced at a given date the same shall be reported as loss property and be reported to the Accounting Unit for proper accounting/recording.</p>			Secretariat
	<p>1.9. Prepare the Report on the Physical Count of Property, Plant and Equipment (RPCPPE)</p> <p>Upon completion of the physical count, the ICFO, through the Secretariat shall prepare the RPCPPE.</p> <p>All ICFO members shall review and affix their signatures in the RPCPPE.</p>	None	4 Hours	Argemenic P. Leopardas
	<p>1.10. Endorse the RPCPPE for approval</p>	None	30 Minutes	Ramil M. Taculod –



	<p>Endorse the signed RPCPPE to the Chief of Administrative Division and Assistant Regional Director for Administration (Field Office), as recommending authority.</p> <p>Once signed, the RPCPPE shall be forwarded to the Regional Director, for approval.</p>			<p>Chief Admin. Division</p> <p>Atty. Faizal A. Padate – Asst. Director for Administration</p> <p>Mari-Flor A. Dollaga-Libang – Regional Director</p>
	<p>1.11. Submit/ Transmit the Approved RPCPPE to COA and MAA</p> <p>The duly signed and approved RPCPPE will be submitted to COA on or before January 31 of the year, copy furnished the Management Audit Analyst and Accounting Section.</p>	None	15 Minutes	Rochelle C. Macuno – Property Staff
	<p>1.12. File Copy of RPCPPE</p> <p>The receiving copy of the RPCPPE will be kept and filed by the Secretariat for reference.</p>	None	5 Minutes	Argemenic P. Leopardas
<b>TOTAL:</b>		None	30 Days, 11 Hours, 27 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying 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?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section
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 PSS through (085) 303-8620 local 243 or through email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>
Contact information of ARTA, CSC, PCC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>
Contact Center ng Bayan (CCB)	<p>SMS: 0908 881 6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>

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

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

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	End Users			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
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.	None	2 minutes	Rosalyn Piamonte / Angelo Leciones

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

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

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



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

\* Skilled Personnel: Jason Templa, Ernesto Lao Jr., Ireneo Malaki, Boni Dacera, Lyndon Racsa, Jasper Asendente, Nino Montalban.

\*\*Technical Staff: Aries Quimado and Van Jaegrex Monoy

\*\*\*DSWD Inspection Committee:

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

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

<b>Office or Division:</b>	Administrative Division- General Services Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	End Users

<b>Who May Avail:</b>		DSWD Staffs and Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
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 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 Request. c. After the approval of PO, contact the outsource service provider and set a scheduled date for the disinfection and sanitation.	None	5 minutes	Rosalyn Piamonte / Angelo Leciones
2. Conduct Disinfection and sanitation	a. Inform all offices or the requesting office that the disinfection/sanitation will commence at 5:30pm. b. Assigned Skilled personnel shall assist and guide the outsourced service provider in locating the requesting office to be sanitized/disinfected. c. There will be a 4 hour clearance time	None	2 hours	Christopher Boladas  * Skilled Personnel

	after performing disinfection/sanitation before personnel can enter the office.			
3. Conduct cleaning	a. Assigned Skilled personnel shall clean and arrange the tables, chairs and other equipment in office that has been recently sanitize/ disinfected.	None	30 minutes	*Skilled Personnel
<b>TOTAL</b>			<b>2 hours and 35 minutes</b>	

\* Skilled Personnel: Jason Templa, Ernesto Lao Jr., Ireneo Malaki, Boni Dacera, Lyndon Racsa, Jasper Asendente, Nino Montalban.

### 13.Request for DSWD Dormitory Accommodation

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

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill up request for Technical Assistance Form	1.1The Attending Staff will receive and confirm the request.  1.2Cancellation of the reservation must be	None	2 minutes	Rosalyn Piamonte /Angelo Leciones

	<p>coordinated with the staff in charge of the Facilities a day (1 day) before the date of activity.</p> <p>1.3 The guest will fill up the details in the logbook and present their identification at the security desk.</p> <p>1.4 A key to the dormitory shall be given to the guest.</p>			
2. Conduct Inspection	<p>2.1 Security personnel shall conduct inspection of the guest's luggage as part of safety precautions.</p> <p>2.2 Assigned personnel shall check the air conditioned unit, comfort room, water and electric connection and the linens that will be used.</p>	None	5 minutes	<p>Security Personnel on duty</p> <p>Merlina Asendente</p>
3. Conduct monitoring	<p>3.1 Assigned Personnel shall conduct monitoring and checking of the dormitory.</p> <p>3.2 Dormitory guests with alcoholic beverages in their possession or under the influence of such shall be denied access to the Dormitory.</p> <p>3.3 Guests are entitled to receive guests from 0800H to 2200H, but are responsible for them along with any damage and</p>	None	<p>2 minutes monitoring</p> <p>(staying vary depending on the itinerary of the guest)</p>	<p>Security Personnel on duty</p> <p>and</p> <p>Merlina Asendente</p>

	<p>disturbance they may cause.</p> <p>3.4 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>			
4. Leaving the dormitory	<p>4.1 After staying the dormitory, the guest must pay the bill in the cash section.</p> <p>4.2 Security Personnel shall inspect and check the dormitory for clearance of the guest.</p> <p>4.3 The guest will return the key and inspection of the luggage shall be performed.</p> <p>4.4 The guest shall be cleared after no findings of damages occurred.</p> <p>4.5 Assigned personnel shall clean the dormitory including the linens used and garbage waste.</p>	250 pesos per day	30 minutes	<p>*Cash Section Personnel</p> <p>Security Personnel on duty.</p> <p>Merlina Asendente</p>
<b>TOTAL</b>		<b>250/day</b>	<b>39 minutes</b>	

\*Cash Section Personnel: Rosemary J. Alcalde and Ma. Divina N. Pios.

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

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

<b>Office or Division:</b>	Administrative Division- General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for Technical Assistance Form			General Services Section Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill up request for Technical Assistance Form	1.1 The Attending Staff will receive the request.  1.2 Verify if there is an existing booking/ session in the conference room.  1.3 If Yes, schedule for another available time. 1.4 If No, confirm their request.	None	5 minutes	Rosalyn Piamonte  Angelo Leciones and approved by Vinnes Lastimado
2. Conduct cleaning and preparing the conference room.	2.1 Assigned personnel shall assist and prepare the conference room.  2.2 Inform the End User that the conference room is ready to occupy.	None	30 minutes	*Skilled Personnel and Angelo Leciones  Angelo Leciones
3. After the usage of conference room	3.1 End Users must inform the GSS that the meetings/event has ended.  3.2 Assigned personnel shall check the conference room including equipment and accessories used.	None	1 hour	*Skilled Personnel



<b>TOTAL</b>	<b>1 hour and 35 minutes</b>
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\* Skilled Personnel: Jason Templa, Ernesto Lao Jr., Ireneo Malaki, Boni Dacera, Lyndon Racsa, Jasper Asendente, Nino Montalban.

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending GSS staff. A space below is provided for you to write further comments. Return the fully accomplished Client's Satisfactory Survey Form to the attending GSS staff for consolidation.
How feedback is processed	Every 25th day of the month, Administrative Assistant III consolidates all Client's Satisfactory Survey Forms results are reviewed by Head of GSS. Approved monthly consolidation is submitted to the Admin Division and to be forwarded to the Human Resource Management Division Chief for further review and consolidation in the regional level. Feedback requiring responses are communicated to concerned offices for appropriate action. Responses are relayed to the citizen three (3) working days after the receipt of the feedback.
How to file a complaint	Citizen with complaints relative to General Services Section may file their respective complaints directly to the Regional Program Management Office at DSWD Field Office Caraga. They may also file complaint/s through the Provincial/Municipal Operations Offices for escalation of concern to the abovementioned program using the Grievance / Complaint Form. Complaints can also be filed via GSS Hotline (117) or e-mail (gss.focrg@dswd.gov.ph) with the following information: <input type="checkbox"/> Name of Complainant <input type="checkbox"/> Address <input type="checkbox"/> Name of Person/Entity being complained <input type="checkbox"/> Issue/Concern <input type="checkbox"/> Evidence
How complaint are processed	Complaints received by respective offices are escalated to the Regional/Provincial Grievance Officer/s for verification and veracity of complaint for at least 72 hours upon receipt of the complaint.  Grievance Officer/s shall send report to the Regional Grievance Officer / Regional Program Coordinator for appropriate action.

Contact Information	<p>For Administrative Division-General Services Section concerns,</p> <p>you may contact:            General Services Section Hotline - 117            General Services Section e-mail address – <a href="mailto:gss.focrg@dswd.gov.ph">gss.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>            SMS : 0908 881 6565            Call : 165 56                      P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines            Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>            Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>
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## 15. 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.

<b>Office or Division:</b>	Administrative Division - Procurement Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	End Users			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved Purchase Request			Office of the Regional Director (ORD)	
2. Other supporting documents as necessary			Own Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare Purchase Request (RP) with complete supporting documents such as	1. The Procurement Section Admin. Staff receives and checks the approved Purchase Request (PR)	None	Three (3) days	Ray Ann B. Cabatingan

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	<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 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>Teresa M. Bidaure Gretchen F. Escala Mari-Flor A. Dollaga-Libang</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p>
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	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>8. Forward the approved Agency Procurement Request (APR) / RFQ to the Procurement 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 <b>CNAS</b>, <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>	None	Three (3) to Seven (7) days maximum	Procurement Canvassers (please see list of names)

	<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-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</p>	None	Ten (10) days	<p>Bennette Dave Calo and BAC TWG</p> <p>End-user</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p>
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	Memorandum of Understanding to the Legal Service for final review and comments, prior to its approval of the HOPE. <i>(if applicable).</i>			
	<u>With recurring transactions:</u>  12. Upon receipt of the Price Quotation and Stock Availability Certification and/or <b>CNAS</b> or Certification of Prevailing Price from the NFA and other supporting documents, the Program Procurement Officer (PPO) endorse to the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).	None	Three (3) days	Ray Ann B. Cabatingan  Program Procurement Officer (PPO) In-charge (please see list of names)
	<u>Cash on Delivery:</u> 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	None	Three (3) days	End-user Unit,  Program Procurement Officer (PPO) In-charge (please see list of names)  Gretchen F. Escala

	payment to the supplier.			
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) In-charge (please see list of names)  Elizabeth C. Lipa,  Rieshel May O. Montelaroc,  End-user Unit
<b>TOTAL</b>			<b>26 days excluding delivery</b>	

**Program Procurement Officers (PPOs):**

1. Jun Mark A. Beronio - GSS Transactions
2. Alejandro T. Borja Jr. - KC CEAC Activities
3. Neljane S. Buzon - SLP Transactions and Cellcards
4. Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals
5. Karine P. Curay - DRMD Stockfile, Catering Services except SLP, KC and Centers
6. Jennifer S. Matulin - Centers Transactions
7. Rene D. Ramos - KC Transactions, ICT Supplies and Equipment
8. Janeth A. Rivas - Common Supplies except SLP, KC and Centers
9. Rino Joe H. Sanata - Warehouse Rental and Catering Services except DRMD, PPD and Pantawid (4Ps)

**Canvassers:**

1. Rafael Miguel S. Chaneco
2. Ryan T. Espera
3. Byron T. Racsa

## 16. 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.

<b>Office or Division:</b>	Administrative Division - Procurement Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	End Users	
<b>Who May Avail:</b>	DSWD Staffs and Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Approved Purchase Request		Office of the Regional Director (ORD)

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), <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.	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.	None	Three (3) days	Ray Ann B. Cabatingan
	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).			Ray Ann B. Cabatingan
	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.			Jun Mark A. Beronio
	4. Program Procurement Officer (PPO) receives and reviews the approved Purchase Request (PR) and other supporting documents and			Jun Mark A. Beronio

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				Jun Mark A. Beronio
	<p>9. 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 specifications set by the end-user unit.</p> <p>10. 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>	None	Three (3) to Seven (7) days maximum	<p>Ray Ann B. Cabatingan</p> <p>Procurement Canvasser (please see list of names)</p> <p>Ray Ann B. Cabatingan</p>
	11. PPO received price quotation/ proposals and prepare Abstract of Quotation (AoQ). The offer may be accepted immediately or after some negotiations, if applicable and	None	Three (3) days	Program Procurement Officer (PPO) In-charge (please see list of names)

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Obligation Request and Status (ORS)	<p>prepares and facilitates the issuance of PO/ Contract.</p> <p>17. Upon receipt of the complete documents, e.g. copies of the PR, and other relevant documents, 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>			<p>charge (please see list of names)</p> <p>Ray Ann B. Cabatingan</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p>
	<p>18. 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.</p>	None	Three (3) working day	<p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Procurement Canvasser (please see list of names)</p>
The End-user Unit shall monitor the implementation of the project. The issuance of certificate of final acceptance	<p>19. For the delivery of goods, the Program Procurement Officer (PPO) shall coordinate</p>	None	As indicated in the approved PO/Contract or TOR.	<p>Program Procurement Officer (PPO)In-charge (please see list of names)</p>

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>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 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>Elizabeth C. Lipa,</p> <p>Rieshel May O. Montelaroc,</p>
	<p>21. 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>	None	Three (3) Working days	<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan</p>

	22. 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.			
	<u>For Cash on Delivery:</u> 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.	None	Three (3) days	Ray Ann B. Cabatingan End-user Unit, Gretchen F. Escala
The End-user Unit shall monitor the implementation of the project.	23. 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) In-charge (please see list of names) Elizabeth C. Lipa, Rieshel May O. Montelaroc, End-user Unit
<b>TOTAL</b>			<b>22 days excluding delivery</b>	

**Program Procurement Officers (PPOs):**

- Jun Mark A. Beronio - GSS Transactions
- Alejandro T. Borja Jr. - KC CEAC Activities
- Neljane S. Buzon - SLP Transactions and Cellcards
- Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals
- Karine P. Curay - DRMD Stockfile, Catering Services except SLP, KC and Centers



<p>procurement, BAC Resolution adoption of the emergency cases modality, etc. whichever is applicable and submit to the Procurement Section.</p>	<p>Staff checks the inclusion of the procurement project in the supplemental PPMP, and for encoding in the Procurement Monitoring Tool (PMT).</p> <p>3. The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO) who will then handle the project procurement.</p> <p>4. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT).</p> <p>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.</p>			<p>Ray Ann B. Cabatingan</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Teresa M. Bidaure</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan</p>
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	<p>6. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> <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</p>	None	One (1) day	Ray Ann B. Cabatingan



	<p>to submit a price quotation/ proposal that is responsive to the minimum technical specifications set 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>Procurement Canvassers (please see list of names)</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p>
	<p>13. Upon receipt of the documents, BAC Sec Procurement Officer reviews and verifies the veracity and completeness</p>	None	Three (3) days	<p>Bennette Dave C. Calo and BAC TWG</p>

	<p>of the documents to ensure that the supplier is technically, 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</p>			<p>Bennette Dave C. Calo Mari-Flor A. Dollaga-Libang</p> <p>Ray Ann B. Cabatingan Program Procurement Officer (PPO) In-charge (please see list of names)</p>
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	supplier, Service provider or contractor. The BAC Sec-in-Charge shall then endorse the 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</p>	None	One (1) working day	<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>End-user Unit</p>

	Request and Status (ORS).			
	18. 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	One (1) working day	<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Procurement Canvasser (please see list of names)</p>
<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>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</p>	None	As indicated in the approved PO/Contract or TOR.	<p>Program Procurement Officer (PPO) In-charge (please see list of names) Elizabeth C. Lipa</p> <p>Reishel May O. Montelaroc Elizabeth C. Lipa End-user Unit</p>

	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>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	<p>Program Procurement Officer (PPO) In-charge (please see list of names) Gretchen F. Escala End-user unit/s</p> <p>Ray Ann B. Cabatingan Gretchen F. Escala End-user unit/s</p>
<b>TOTAL</b>			<b>10 days excluding delivery</b>	

**Program Procurement Officers (PPOs):**

- Jun Mark A. Beronio - GSS Transactions
- Alejandro T. Borja Jr. - KC CEAC Activities
- Neljane S. Buzon - SLP Transactions and Cellcards
- Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals





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	<p>Procurement Officer (PPO).</p> <p>8. Once the RFQ was approved and signed, the PPO to prepare at least 3 photocopies of approved Request for Quotations (RFQs).</p> <p>9. PPO updates the Procurement Monitoring Tool (PMT) and endorses the Three (3) photocopies of RFQs to the Procurement Section Admin. Staff.</p> <p>10. The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p>			<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan</p>
	<p>11. 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	Ray Ann B. Cabatingan
	<p>12. Upon receipt of the documents, BAC Sec shall conduct examination and</p>	None	Three (3) days	Bennette Dave C. Calo and BAC TWG

	<p>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>13.BAC to determine the supplier/ service provider/ contractor with the Lowest Calculated and Responsive Quotation (LCRQ).</p>			Jean Paul S. Parajes
	<p>14. 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>15. Procurement Section Head, conduct final review of the Abstract of Quotation (AoQ) with complete supporting documents prior to its routing for approval.</p> <p>16. 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>17. BAC members to sign the Abstract of Quotation (AoQ), and eventually approve of the Head of the Procuring Entity.</p>	None	Seven (7) days	<p>Ray Ann B. Cabatingan Program Procurement Officer (PPO)In- charge (please see list of names)</p> <p>Teresa M. Bidaure</p> <p>Teresa M. Bidaure</p> <p>Jean Paul S. Parajes Mari-Flor A. Dollaga-Libang</p>

	18. Afterwards endorse the entire documents to the Program Procurement Officer (PPO) for preparation of Purchase Order (PO/ Contract.			Ray Ann B. Cabatingan Program Procurement Officer (PPO)In-charge (please see list of names)
	<p>19. The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract.</p> <p>20. 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>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan Program Procurement Officer (PPO)In-charge (please see list of names)</p>
	21. Upon receipt of the duly funded PO/Contract, The Procurement Section Admin. Staff shall facilitate the signing of	None	Three (3) working day	Bennette Dave C. Calo and BAC TWG

	PO/Contract, notifies and serves immediately to the supplier, service provider or contractor.			
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) In-charge (please see list of names) Elizabeth C. Lipa Reishel May O. Montelaroc End-user Unit
	<p>22. 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>23. 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</p>	None	Three (3) Working days	<p>Ray Ann B. Cabatingan Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan End User Unit Gretchen F. Escala</p>

	payment to the supplier.			
<b>TOTAL</b>			<b>22 days excluding delivery</b>	

**Program Procurement Officers (PPOs):**

- Jun Mark A. Beronio - GSS Transactions
- Alejandro T. Borja Jr. - KC CEAC Activities
- Neljane S. Buzon - SLP Transactions and Cellcards
- Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals
- Karine P. Curay - DRMD Stockfile, Catering Services except SLP, KC and Centers
- Jennifer S. Matulin - Centers Transactions
- Rene D. Ramos - KC Transactions, ICT Supplies and Equipment
- Janeth A. Rivas - Common Supplies except SLP, KC and Centers
- Rino Joe H. Sanata - Warehouse Rental and Catering Services except DRMD, PPD and Pantawid (4Ps)

**Canvassers:**

- Rafael Miguel S. Chaneco
- Ryan T. Espera
- Byron T. Racsa

## 19. 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.

<b>Office or Division:</b>	Administrative Division - Procurement Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	End Users			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Purchase Request			Office of the Regional Director (ORD)	
Other supporting documents as necessary			Own Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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.	None	Three (3) days	Ray Ann B. Cabatingan



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	<p>Procurement Officer (PPO).</p> <p>8.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>9.Prepare at least 3 copies of approved Request for Quotations (RFQs).</p> <p>10PPO Updates the Procurement Monitoring Tool (PMT) and endorses the Three (3) copies of RFQs to the Procurement Section Admin. Staff.</p> <p>11The Procurement Section Admin. Staff receives the approved Request for Quotations (RFQs) and updates the Procurement Monitoring Tool (PMT).</p>			<p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Teresa M. Bidaure</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p>
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				Ray Ann B. Cabatingan
	12. 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.	None	Three (3) to Seven (7) days maximum	Ray Ann B. Cabatingan Procurement Canvassers (please see list of names)
	13. 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.  14. Determine the supplier/ service provider/ Contractor with the Lowest Calculated and Responsive Quotation.	None	Seven (7) days	Bennette Dave C. Calo and BAC TWG  Jean Paul S. Parajes
	15. PPO received Awarded price quotation/ Proposals and prepare Abstract of Quotation (AoQ). and endorse the Abstract of Quotation (AoQ) to Procurement Section Head.	None	Three (3) days	Program Procurement Officer (PPO) In-charge (please see list of names)

	<p>16. Procurement Section Head, review the Abstract of Quotation (AoQ) with complete supporting documents.</p> <p>17. 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>18. 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>19. Afterwards endorse to Program Procurement Officer (PPO) for preparation of Purchase Order (PO/ Contract).</p>			<p>Teresa M. Bidaure</p> <p>Teresa M. Bidaure</p> <p>Bennette Dave C. Calo Mari-Flor A. Dollaga-Libang</p> <p>Ray Ann B. Cabatingan</p>
	<p>20. The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract.</p> <p>21. Upon receipt of the complete documents, e.g. copies of the PR, and other relevant</p>	None	Three (3) days	<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p>

	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).			Ray Ann B. Cabatingan Program Procurement Officer (PPO) In-charge (please see list of names)
	22. 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	Procurement Canvasser (please see list of names)
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>23. 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>24. 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</p>	None	As indicated in the approved PO/Contract or TOR.	<p>Program Procurement Officer (PPO) In-charge (please see list of names)            Elizabeth C. Lipa            Reishel May O. Montelaroc            End-user Unit</p> <p>Reishel May O. Montelaroc</p>

	Program Procurement Officer (PPO), which shall be the basis for the preparation of Disbursement Voucher (DV) for processing of payment.			
	<p>25. 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>26. 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	<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan End User Unit Gretchen F. Escala</p>
<b>TOTAL</b>			<b>22 days excluding delivery</b>	

**Program Procurement Officers (PPOs):**

- Jun Mark A. Beronio - GSS Transactions
- Alejandro T. Borja Jr. - KC CEAC Activities
- Neljane S. Buzon - SLP Transactions and Cellcards
- Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals
- Karine P. Curay - DRMD Stockfile, Catering Services except SLP, KC and Centers
- Jennifer S. Matulin - Centers Transactions
- Rene D. Ramos - KC Transactions, ICT Supplies and Equipment
- Janeth A. Rivas - Common Supplies except SLP, KC and Centers
- Rino Joe H. Sanata - Warehouse Rental and Catering Services except DRMD, PPD and Pantawid (4Ps)

**Canvassers:**

- Rafael Miguel S. Chaneco
- Ryan T. Espera



- ## 20. PROCUREMENT UNDER SMALL VALUE PROCUREMENT

<b>Office or Division:</b>	Administrative Division - Procurement Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	End Users			
<b>Who May Avail:</b>	DSWD Staffs and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Purchase Request			Office of the Regional Director (ORD)	
Other supporting documents as necessary			Own Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	Three (3) days	Ray Ann B. Cabatingan
	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).			Ray Ann B. Cabatingan
	3.The Procurement Section Admin. Staff endorses the PR to the assigned Program Procurement Officer (PPO) who will then to handle the project procurement.			

	<p>4. Program Procurement Officer (PPO) receives the approved Purchase Request (PR) and other supporting documents and updates the Procurement Monitoring Tool (PMT).</p> <p>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.</p> <p>6. Endorse Request Quotation (RFQ) with complete supporting documents to Procurement Section Head for approval.</p> <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. 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</p>			<p>Ray Ann B. Cabatingan</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Teresa M. Bidaure</p>
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	<p>17.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>18.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>19.Afterwards endorse to Program Procurement Officer (PPO) for preparation of Purchase Order (PO/ Contract.</p>			<p>Teresa M. Bidaure</p> <p>Bennette Dave C. Calo Mari-Flor A. Dollaga-Libang</p> <p>Program Procurement Officer (PPO)In-charge (please see list of names)</p>
	<p>20.The Program Procurement Officer (PPO) prepares and facilitates the issuance of PO/ Contract.</p> <p>21.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</p>	None	Three (3) days	<p>Program Procurement Officer (PPO)In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan Program Procurement Officer (PPO), End-user Unit</p>

	the end-user concerned the entire document for preparation and signing of Obligation Request and Status (ORS).			
	22.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	Procurement Canvasser (please see list names)
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>23.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>24. 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.	<p>Program Procurement Officer (PPO)In-charge (please see list of names) Elizabeth C. Lipa End-user Unit</p> <p>Reishel May O. Montelaroc</p>



	preparation of Disbursement Voucher (DV) for processing of payment.			
	<p>25. 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>26. 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	<p>Program Procurement Officer (PPO) In-charge (please see list of names)</p> <p>Ray Ann B. Cabatingan End User Unit Gretchen F. Escala</p>
<b>TOTAL</b>		<b>none</b>	<b>29 days excluding delivery</b>	

#### Program Procurement Officers (PPOs):

- Jun Mark A. Beronio - GSS Transactions
- Alejandro T. Borja Jr. - KC CEAC Activities
- Neljane S. Buzon - SLP Transactions and Cellcards
- Ronald Ryan M. Constante - SFP Transactions, Hauling and Van Rentals
- Karine P. Curay - DRMD Stockfile, Catering Services except SLP, KC and Centers
- Jennifer S. Matulin - Centers Transactions
- Rene D. Ramos - KC Transactions, ICT Supplies and Equipment
- Janeth A. Rivas - Common Supplies except SLP, KC and Centers
- Rino Joe H. Sanata - Warehouse Rental and Catering Services except DRMD, PPD and Pantawid (4Ps)

#### Canvassers:

- Rafael Miguel S. Chaneco

- Ryan T. Espera
- Byron T. Racsa

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Write your feedback on the services provided through the Client's Satisfactory Survey Form to be provided by our attending 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	<p>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 (085) 303-8620 local 101 or e-mail (procurement.focrg@dswd.gov.ph) with the following information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name of Complainant</li> <li><input type="checkbox"/> Address</li> <li><input type="checkbox"/> Name of Person/Entity being complained</li> <li><input type="checkbox"/> Issue/Concern</li> <li><input type="checkbox"/> Evidence</li> </ul>
How complaint are processed	Complaints received by respective offices are escalated to the Administrative Division Chief Officer/s for verification and veracity of complaint.
Contact Information	<p>For Administrative Division-Procurement Section concerns, you may contact:</p> <p>Procurement Section Hotline - (085) 303-8620 local 101</p> <p>Procurement Section e-mail address – <a href="mailto:Procurement.focrg@dswd.gov.ph">Procurement.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>  SMS : 0908 881 6565  Call : 165 56</p>

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

## **Non-frontline Services**

## 1. CERTIFICATION OF PERFORMANCE RATING

This process covers the facilitation of the issuance of Certificate of Performance Ratings of all DSWD officials and employees for the performance period being requested regardless of the employment status.

<b>Office or Division:</b>	Human Resource Planning and Performance Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-to-Government (G2G)			
<b>Who may avail:</b>	Covers all DSWD Employees regardless of employment status			
<b>Schedule of Availability of Service</b>	Monday-Friday, 8:00 AM- 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. 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
3. 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 Individual</p> <p>Cyrille Ann A. Pasiliao (PMS In-charge)</p>

4. 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, 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>	None	12 Hours (1 ½ days)	<p>Genelyn P. Marturillas (HRPPMS Head)</p> <p>Mary Chill L. Momo (HRMDD-OIC Chief)</p> <p>Atty. Faizal A. Padate (ARDA)</p>
5. 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		Cyrille Ann A. Pasiliao (PMS In-charge)
6. End	Receiving copy of the issued Certificate and filled-out Client Feedback Form shall be filed in the appropriate filing folder	None		Cyrille Ann A. Pasiliao (PMS In-charge)
<b>TOTAL</b>		-	<b>20 Hours (2 ½ days)</b>	
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
<b>How to send feedback?</b>		<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>
<b>How feedback is processed?</b>	<p>Every 17<sup>th</sup> 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> <p>The CSMR Focal Person in HRMDD will make a consolidated report out from the submitted reports from the different ODSUs.</p> <p>Every 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The client shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Human Resource Planning and Performance Management System (HRPPMS)</b>          2<sup>nd</sup> Floor, Pahigayon Building,          DSWD Caraga, R. Palma Street,          Barangay Dagohoy, Butuan City          Telephone: Tel. Nos.: (085) 303-8620          E-mail: <a href="mailto:hrppms.focrg@dswd.gov.ph">hrppms.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p>



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

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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/online system 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	JC Lee D. Celeste (incoming / outgoing focal) or Guard on Duty

2. Wait for advice of the assigned PAS Focal Person	2.1. Review the request based on purpose	None	2 days and 4 hours (maybe extended depending on the length of service and number of transactions being handle)	Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)
	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		Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)
	2.3 Draft or prepare the SR following the standard template	None		Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)
	2.4. Certifying authority sign/initial the SR	None	3 hours and 30 minutes	Maria Rea R. Sampiano (PAS Head) Or Mary Chill L. Momo (HRMDD Chief)
3. Get the SR issued	3.1. Inform the client that the SR is ready for releasing via email/SMS/Call/chat	None	20 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)
	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.			

<b>TOTAL</b>	<b>No Fees</b>	<b>3 days</b>	Maybe extended depending on the length of service and number of transactions being handle
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### 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.

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Field Office (FO) Officials, Employees and COS Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 his/her representative (if authorized representative)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the document request form or send mail/email/online system 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	JC Lee D. Celeste (incoming / outgoing focal) 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 4 hours <i>Maybe extended depending on the length of service and number of transactions being handle</i>	Ivy Yecyec (COE Focal)
	2.2. Draft/Prepare and print the COE	None		Ivy Yecyec (COE Focal)
	2.3. Certifying authority shall sign/initial the COE	None	3 hours and 30 minutes	Maria Rea R. Sampiano (PAS Head) and Mary Chill L. Momo (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	200 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Ivy Yecyec (COE Focal)
<b>TOTAL</b>		<b>No Fees</b>	<b>3 days</b>	Maybe extended depending on the number of transactions being handle

#### 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.

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current Field Office (FO) Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMD5-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/online system 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	5 minutes	JC Lee D. Celeste (incoming / outgoing focal) 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	None	6 days, 5 hours and 45 minutes  <i>(Maybe shortened if there is already a reviewed ELARS, or may be extended depending</i>	<i>Irene M. Orbita (Leave Administrator)</i>

	*if with ELARS review vis-à-vis Leave Card *if ELARS was already reviewed, encode the details to the CLWOP/CNLWOP and print		<i>on the number of ELARS being encoded/ reviewed at the given time, the time needed to review the ELARS, or length of service of the client)</i>	
	2.2. Certifying authority shall sign/initial the CLWOP/CNLWOP	None	2 hours	Maria Rea R. Sampiano (PAS Head) and Mary Chill L. Momo (HRMDD Chief)
3. Get the CLWOP/CNLWOP	3.1. Inform the client that the CLWOP/CNLWOP is ready for releasing via email/SMS/call/chat  3.2. Provide one duly signed CLWOP/CNLWOP to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via drop box, email or google form.	None	10 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Irene M. Orbita (Leave Administrator)
<b>TOTAL</b>		<b>No Fees</b>	<b>7 days</b>	May be extended depending on the number of transactions being handled

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

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

<b>Office or Division:</b>	Personnel Administration Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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/ online system 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	5 minutes	JC Lee D. Celeste (incoming / outgoing focal) 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	None	6 days, 5 hours and 45 minutes  <i>Maybe shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed</i>	Irene M. Orbita (Leave Administrator)



	Leave Card *if ELARS was already reviewed, encode the details to the Certificate and print		<i>at the given time, the time needed to review the ELARS, or length of service of the client)</i>	
	2.2. Certifying authority shall sign/initial the Certificate	None	2 hours	Maria Rea R. Sampiano (PAS Head) and Mary Chill L. Momo (HRMDD Chief)
3. Get the CLC issued	3.1. Inform the client that the certificate is ready for releasing via email/SMS/call/chat  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.	None	10 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Irene M. Orbita (Leave Administrator)
<b>TOTAL</b>		<b>No Fees</b>	<b>7 days</b>	May be extended depending on the volume of transactions handled

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback?</b>	<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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<b>How feedback is processed?</b>	<p>Every 17<sup>th</sup> 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 25<sup>th</sup> day of the month is the deadline of the consolidated report.</p>
<b>How to file complaints?</b>	<p>The staff shall fill out a Complaint/s Form requiring the following information:</p> <ul style="list-style-type: none"> <li>▪ Optional (Name of Complainant)</li> <li>▪ Narration of Complaint/s</li> </ul> <p>They can also write their complaints in the CSM Form</p>
<b>How complaints are processed?</b>	<p>Complaints received are consolidated every 25<sup>th</sup> day of every month and will be part of the agenda during the monthly/ emergency meeting.</p>
<b>Contact Information</b>	<p><b>Personnel Administration Section</b>        2<sup>nd</sup> Floor, Pahigayon Building,        DSWD Caraga, R. Palma Street,        Barangay Dagohoy, Butuan City        Telephone: Tel. Nos.: (085) 303-8620 loc. 113        E-mail: <a href="mailto:personnel.focrg@dswd.gov.ph">personnel.focrg@dswd.gov.ph</a></p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>        SMS : 0908 881 6565        Call : 165 56                  P 5.00 + VAT per call anywhere in the                  Philippines via PLDT landlines        Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>        Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

# **OFFICE OF THE REGIONAL DIRECTOR**

## **Non-Frontline Services**

## 1) TECHNICAL ASSISTANCE ON PROGRAM / PROJECT DEVELOPMENT OR ENHANCEMENT

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

<b>Office or Division:</b>	DSWD-Field Office - Social Technology Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government			
<b>Who may avail?:</b>	DSWD-Offices, Bureaus, Services, Units (OBSUs), DSWD-Field Offices, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), and academe			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Request Letter			From the requesting DSWD Field Office, LGU, NGO, or NGA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Send the request for technical assistance along program/project development or enhancement to Social Technology Bureau (STB) / DSWD Field Office Social Technology Unit (STU).	1) Receive and record the request.	None	2 hours	Designated Staff: Gaia Maglasang
None	2.) Prepare, review, and send response to the requesting party.	None	2 days	DSWD-Field Office Caraga Social Technology Unit Staff: <ul style="list-style-type: none"> <li>Cristal Urot (STU Head)</li> </ul>

				<ul style="list-style-type: none"> <li>• Gaia Maglasang</li> <li>• Jovy Dela Cruz</li> </ul>
None	3) If the request involves physical or online Technical Assistance Session such as conduct of meeting, orientation and capability building activity, either via face-to-face or online means as agreed with the requesting party and prepare the following:  a.) Activity flow  b.) Powerpoint presentation  c.) Attendance Sheet  d.) Other logistical requirements	None	10 days	DSWD-Field Office Caraga Social Technology Unit Staff:  <ul style="list-style-type: none"> <li>• Cristal Urot (<i>STU Head</i>)</li> <li>• Gaia Maglasang</li> <li>• Jovy Dela Cruz</li> </ul>
2.) Answer the Client Satisfaction Survey (CSS)	4.) Administer/ Follow-up the completion of Client Satisfaction Survey immediately after the completion of provision of technical assistance	None	30 minutes	Technical Staff:  <ul style="list-style-type: none"> <li>• Jovy Dela Cruz</li> <li>• Gaia Maglasang</li> </ul>

<b>TOTAL If the Technical Assistance requested may be provided via official communications,</b>	If without physical/online Technical Assistance Session	None	2 days 2 hours 30 minutes	
<b>TOTAL If the request involves conduct of actual technical assistance activity</b>	If with physical/online Technical Assistance Session	None	10 days 2 hours 30 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback and/or complaints	<p>After provision of every Service, the Attending Action Officer or STB Staff / Social Technology Unit (STU) shall ask the Customer to answer the Customer Satisfaction Survey (CSS) via Google Form or printed form as deemed appropriate.</p> <p>If the CSS was administered via printed form, the Customer shall drop the CSS in a designated drop box of the Social Technology Bureau / Social Technology Unit (STU) if applicable.</p> <p>Verbal or written feedbacks may also be channeled through the following contact information:</p> <ul style="list-style-type: none"> <li>- For verbal feedbacks: Customer may call Social Technology Bureau or Field Office Landlines listed under Name of Offices</li> <li>- For written feedbacks/complaints: Customer may email of the STB or concerned Field Office listed</li> </ul>
How feedbacks are processed	<p>Every end of the month, the Document Controller shall spearhead the conduct of data analysis to the gathered data and complaints received through root cause analysis or other known quality management techniques and identify plans and actions that must be recommended for execution to resolve the issues and improve the situation. The previous year results shall also be compared to the current to determine if there is improvement and/or need for further action.</p> <p>The Document Controller shall submit the Office/Unit Monthly/Quarterly/Semestral Client Satisfaction Measurement Report to the Overall Document Controller/ Records and Archives Management Division via electronic email and signed hardcopy for storage and safekeeping.</p> <p>The Annual Client Satisfaction Measurement Survey Results shall be submitted by the Clusters/FOs to the Committee on Anti Red Tape every 5th</p>

	<p>day of January of the succeeding year, copy furnished the Overall Document Controller.</p> <p>The result of the Quarterly Client Satisfaction Measurement Report and its analysis, should be discussed during the Clusters Management Teams. All reports must be readily available and accessible to provide a means for a particular Offices, Bureaus and Services to use the results in various reports.</p> <p>The DNTSC / PMT on Quality Management, depending on the customer satisfaction measurement <i>result and data analysis report, may require the Internal Quality Audit (IQA) Team to work on the monitoring of approved recommended actions.</i></p> <p>The Bureau / Regional Director shall forward to the STB/STU all feedback/complaints requiring answers. The Concerned STB/STUs staff is required to answer within three (3) days of the receipt of the feedback/complaint. The answer of the concerned staff to the feedback/complaint is then relayed to the citizen/client.</p> <p>The results of feedback are reported during the meetings for improvement of systems and processes, and/or staff behavior.</p> <p><i>For inquiries and follow-ups, customers may also contact the STB and 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"> <li>• Formal channel: Email addressed to Bureau / Regional Director via (please use as subject "Complaint")</li> <li>• Informal channels: through phone calls to the concerned listed below</li> <li>• Complaint box: Drop a complaint in the STB Complaints Box that shall also be made available near the door of the Social Technology Bureau.</li> </ul> <p>Concerned citizens or complainants are requested to include the following information in their complaint:</p> <ul style="list-style-type: none"> <li>- Staff/Person/s Involved</li> <li>- Incident and other facts</li> <li>- Evidence</li> </ul>
How complaints are processed	<p>Complaints received through telephone and dropbox shall be processed immediately by the designated Grievance Focal Person of the Bureau/Field Office. 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/Regional 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 <a href="mailto:soctech@dswd.gov.ph">soctech@dswd.gov.ph</a>.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>  SMS : 0908 881 6565  Call : 165 56  P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines  Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a>  Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>

# **POLICY AND PLANS DIVISION**

## **Non-Frontline Services**

## A. Information Systems Development

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

<b>Office or Division:</b>	RICTMS			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DSWD Caraga ODSU			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
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"> <li>• BPRA</li> <li>• System Design</li> <li>• System Development</li> <li>• System Testing</li> </ul> 2. A fifth [5] sub-process which is the System <b>Deployment</b> is done in partnership with the CO.	N/A	Depends on the requirement of the process owner	Michael P. Beray, ISA III  Richardren Escol, CP II  Allen O. Hilado, CMT II  Kim Jay Aro, CP II  Symon Jay Cocon, CP II
<b>TOTAL</b>	<b>No fees</b>		<b>100 days</b>	

## B. 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.

<b>Office or Division:</b>	RICTMS
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G

<b>Who may avail:</b>			All DSWD Caraga ODSU	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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 back-end. An execution report and signed CRF will be prepared right after the execution. 3. If the CRF is not transactional, but a System Functionality-Related concern, the Developer codes the request. 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. 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 Process owner.	N/A	Minor change (1-2 days) Major change (7-14 days) New module (30-60 days)	Vergel Rey B. Abucayon, ITO II  Michael P. Beray, ISA III  Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II  Symon Jay Cocon, CP II

	6. The Process owner conducts the User Acceptance Testing. 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. 8. The technical staff deploys the requested changes on the Production Environment. 9. The Systems Analyst consolidates the forms and updates the status in the project monitoring system. 10. The Team Leader signs the form and returns them to process owner.			
Total	Minor change: 1-2 days Major change: 7-14 days New module: 30-60 days			

### C. 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

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

CLIENT STEPS	AGENCY ACTIONS	FEE S 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 Authorization 3. RICTMS will process VPN Service authorization availability 4. RICTMS in coordination with the CO-CSG will then configure policy for Application Server/VPN Access for User and Test User connectivity	N/A	4 Hours (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon
total		NO FEES	4 Hours (Refer to ICTMS SLA)	

#### D. 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.

<b>Office or Division:</b>	RICTMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G

<b>Who may avail:</b>			All DSWD Caraga ODSU	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ICT Support Ticket			ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>	
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 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 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.	N/A	8 hours (Refer to ICTMS SLA)	Karl Lemuel A. Serrano, ITO II  Francis Louie H. Algodon, CMT II  Allen O. Hilado, CMT II



Total		NO FEES	8 hours (Refer to ICTMS SLA)
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## E. 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.

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office will be sending the request in via memorandum addressed to the Regional Director for approved / disapproved and copy furnish the RICTMS head	1. The request would be encoded in the ICTMS ticketing via system for documentation and assigned to the proper technical staff. The server provision shall be based on the deployment specifications. 2. The technical staff would evaluate the current capacity of existing ICT resources. In	N/A	8 Hours – If resources are available	Vergel Rey B. Abucayon, ITO II

	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.			
Total		NO FEES	8 Hours – If resources are available	

## F. Active Directory Account Provisioning

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

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
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 <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall automatically be	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,	N/A	4 Hours	Vergel Rey B. Abucayon, ITO II  Karl Lemuel A. Serrano, ITO I  Francis Louie H. Algodon  Michael P. Beray, ISA III  Richardren Escol, CP II

sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	the technical staff will coordinate to client for validation and get the necessary information: a. First Name: b. Middle Initial: c. Surname: 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.			Allen O. Hilado, CMT II  Kim Jay Aro, CP II  Symon Jay Cocon, CP II
Total		NO FEES	4 hours	

### G. 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.

<b>Office or Division:</b>	RICTMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G

<b>Who may avail:</b>			All DSWD Caraga ODSU	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ICT Support Ticket			ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>	
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The user or client will create a technical support ticket via ICTMS ticketing system at <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . 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 : <a href="http://172.XX.XX.XX:3000">http://172.XX.XX.XX:3000</a> ) c. Access Type: (sample: HTTPS) 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	N/A	4 Hours (Subject to the approval of CSG)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II

	information to the CSG process. a.) AD Group Name b.) Purpose c.) System to be accessed d.) List of users included			
Total		NO FEES	4 Hours (Subject to the approval of CSG)	

## H. 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.

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
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 <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall automatically be sent to the client's registered or official email. The	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	N/A	Web Application: 4 Hour  Software Server side: 8 Hours	Vergel Rey B. Abucayon, ITO II  Michael P. Beray, ISA III  Richardren Escol, CP II  Allen O. Hilado, CMT II  Kim Jay Aro, CP II

helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	3. The technical staff would apply the patch and inform the CO-CSG of the patches applied. 4. The technical staff will inform the client and create a report via the ticketing system for documentation.			Symon Jay Cocon, CP II
Total		NO FEES	Web Application: (4 Hours)  Software Server side: (8 Hours)	

## I. 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.

<b>Office or Division:</b>		R ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for system development or enhancement	1. Gather user process and data requirements 2. Design Database logical design	N/A	Specs Provision (4 Hours)  Deployment/ Installation (2 Weeks)	Vergel Rey B. Abucayon, ITO II  Michael P. Beray, ISA III  Richardren Escol, CP II

	3. Create database physical design in development environment 4. Test developed database 5. Create Database in production			Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Specs Provision (4 Hours) Deployment/ Installation (2 Weeks)	

## J. 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.

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
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	N/A	Patching (4 Hours)  Change Request (4 Hours)	Vergel Rey B. Abucayon, ITO II Michael P. Beray, ISA III Richardren Escol, CP II



	3. Updates concerned database 4. Update master database (if needed) 5. Communicate changes			Allen O. Hilado, CMT II  Kim Jay Aro, CP II  Symon Jay Cocon, CP II
Total		NO FEES	Patching (4 Hours)  Change Request (4 Hours)	

## K. 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.

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
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 <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> . Once the ticket is created, a ticket number shall	1. Provide initial response within 30 mins. and coordinate with the requester. 2. Provide resolution within set SLA	N/A	Maintenance/Optimization (24 Hours/depend on the size of the tables/database)	Vergel Rey B. Abucayon, ITO II  Michael P. Beray, ISA III

automatically be sent to the client's registered or official email. The helpdesk administrator shall acknowledge the client's Technical Assistance (TA) request.	3. Review and approve resolution' 4. Change ticket status Close Ticket			Richardren Escol, CP II  Allen O. Hilado, CMT II  Kim Jay Aro, CP II  Symon Jay Cocon, CP II
Total		NO FEES	Maintenance/ Optimization (24 Hours/depend on the size of the tables/ database)	

## L. GIS Support

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

<b>Office or Division:</b>		DMD ICTMS		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
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)	Vergel Rey B. Abucayon, ITO II  Michael P. Beray, ISA III  Richardren Escol, CP II

	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			Allen O. Hilado, CMT II  Kim Jay Aro, CP II  Symon Jay Cocon, CP II
Total			Data Support (30 days)	

## M. Incident Requests on ICT Hardware and Software

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		NTSSD ICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
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 Engineer	N/A	4 Hours (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II  Karl Lemuel A. Serrano, ITO I  Francis Louie H. Algodon  Michael P. Beray, ISA III

	provide service support for ICT software and hardware trouble to end user 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.			Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	4 Hours (Refer to ICTMS SLA)	

## N. ICT Technical Specification Request

Processes technical assistance for both hardware and software

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

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)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	3 Days (Refer to ICTMS SLA)	

## O. Request for Evaluation ICT Hardware and Software

Processes technical assistance for both hardware and software

<b>Office or Division:</b>	NTSSD ICTMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	All DSWD Caraga ODSU
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
ICT Support Ticket	ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>

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)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III
Total		NO FEES	3 Days (Refer to ICTMS SLA)	

## P. Assessed as Activity/Training Support

Processes technical assistance for both hardware and software

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

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)	Vergel Rey B. Abucayon, ITO II  Karl Lemuel A. Serrano, ITO I  Michael P. Beray, ISA III
Total		NO FEES	Duration depends on ODSU request (Refer to ICTMS SLA)	

## Q. Technical Assistance for VOIP

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the ICT	1. Reach out to the end user to verify the issue 2. After the issue is verified, The engineer assigned will apply remote	N/A	Duration depends on ODSU request (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II  Karl Lemuel A. Serrano, ITO I  Francis Louie H. Algodon



helpdesk system.	(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 addressed the issue such as, audio cables, displays, dial keys, and network connectivity 4. In the event that the issue cannot be resolved, the engineer will make factual conclusion and endorse the matter to network team			Michael P. Beray, ISA III
Total		NO FEES	Duration depends on ODSU request (Refer to ICTMS SLA)	

## R. Technical Assistance for Web conference/Livestream

Processes technical assistance for both hardware and software

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

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)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jay Cocon, CP II
Total		NO FEES	Duration depends on ODSU request (Refer to ICTMS SLA)	

## S. Network (Wired and Wireless)

Processes technical assistance for both hardware and software

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ODSUs submit their incident request through the helpdesk system.	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. 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 proper addressing scheme. 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. 3. Confirm to the end-user that the ticket is already resolved before closing the ticket in the Ticketing System. Document the procedure	N/A	4 hours if only single user is affected, 8 hours if an ODSU is affected	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II Kim Jay Aro, CP II Symon Jya Cocon, CP II

	undertaken for reference.			
Total		NO FEES	4 hours if only single user is affected, 8 hours if an ODSU is affected	

## T. ICT Support Ticketing System

Processes technical assistance for both hardware and software

<b>Office or Division:</b>		RICTMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All DSWD Caraga ODSU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Ticket		ICT Support Ticketing System. <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The ICT Support Ticketing System is accessible via Webform and via email. The URL to access the said system is <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a> using the AD credentials for login. 1.2 While the email is <a href="mailto:ictsupport@dswd.gov.ph">ictsupport@dswd.gov.ph</a> . With this ticketing system, the end-user can now monitor the progress of his/her Technical Assistance (TA) request. There are two classifications of TA request, Incident and	1. The moderator will assign the TA to the technician. The assigned technician shall provide an initial response to the requester.	N/A	Depends on the Incident/Service Request (Refer to ICTMS SLA)	Vergel Rey B. Abucayon, ITO II Karl Lemuel A. Serrano, ITO I Francis Louie H. Algodon Michael P. Beray, ISA III Richardren Escol, CP II Allen O. Hilado, CMT II

<p>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>	<p>2. Upon resolution, the technician will change the status to resolved.</p>			<p>Kim Jay Aro, CP II</p> <p>Symon Jya Cocon, CP II</p>
Total		NO FEES	Depends on the Incident/Service Request (Refer to ICTMS SLA)	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	ICTMS Request feedback through <a href="https://ictsupport.dswd.gov.ph/">https://ictsupport.dswd.gov.ph/</a>
How feedbacks are processed	Feedbacks are consolidated and reviewed by each division.
How to file a complaint	Complain can be sent through <a href="https://ictsupport.dswd.gov.ph">https://ictsupport.dswd.gov.ph</a>
How complaints are processed	Each complaint or request are assigned to specific person that will take action
Contact Information ICTMS	<p>Regional Information and Communications Technology Management Service (ICTMS)</p> <p>(085)303-8620 R. Palma Street, Butuan City</p> <p>ARTA : complaints@arta.gov.ph PCC: 8888</p>

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

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Citizen			
<b>Who may avail:</b>	-Any member of the household 18 years old and above -Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member (In instances where the household is composed of minor members, only the eldest member may file the grievance.)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>(1) Valid Identification Card/Proof of Identity</li> </ul>		(Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec) National Household Targeting Section-Administrative Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive, record, and forward the request	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 2-3 working days on the approval of their request and the	None	15 minutes	Mary Jean Jabonero

	expected schedule of release of the result  1.2 Forward the request to the PPD Chief for approval.			
2. Review and decide if the request is approved for processing	2. Review and decide if the request is approved for processing or not, endorse to the Regional Field Coordinator	None	6 hours	COD Aldie Mae A. Andoy
3. Recommendation and endorsement of request	3. Input recommendations and endorse to the designated Data Privacy Officer (DPO)	None	6 hours	COD Aldie Mae A. Andoy  Adelito T Mendoza
4. Review, recommend, and endorse request to NHTS PPD Chief	4. Review the request and make recommendations if the request is approved or not, endorse to NHTS PPD Chief	none	3 hours	ARDO Jean Paul S. Parajes
5. Endorse the request to assigned PDO	5. The NHTS PPD Chief endorses the recommendation to the assigned PDO to inform the client on the approval or disapproval of the data request  - If approved-communicate with the requesting party, facilitate the signing of the NDA and review all the	none	2 hours	COD Aldie Mae A. Andoy  Adelito T Mendoza



	documentary requirements;  - If disapproved - return to the requesting party and prepare a Denial of Request for Data Form highlighting the grounds for such denial. End of Process  5.1. After accomplishing the NDA and reviewing the completeness of the documentary requirements, endorse to the RITO			
6. Generate the requested Data	6. Generate the requested data	none	1 day	<i>Raffy C Pocon</i>
7. Review the result s of the generated data	7. Review the result s of the generated data	none	1 day	<i>Raffy C Pocon</i>
8. Secure the data and prepare data release form and countersign the DRF	8. Secure the data by adding password protection to the file  8.1. Prepare Data Release Form (DRF) draft memorandum reply and burn result in CD, USB stick and hard drive  - Other storage devise may apply as long as it is approved by the IT head and the storage device is provided by the requesting party.  - Google drive maybe used as storage of the requested data as long as it is	USB, CD, others	1 day	Adelito T Mendoza

	encrypted and password-protected. Further the password will only be released to the authorized personnel of the requesting party.  8.2. Countersign the DRF			
9. Finalize the Memo	9. Finalize the memo, attach the Data Release Form (DRF) and secure data then forward it to the NHTS administrative staff;	Encrypted list of data subjects		<i>Raffy C Pocon</i>
10. Track and scan the document	Track and scan the document before releasing the result of the requesting party	scanned document	10 minutes	<i>Mary Jean Jabonerot</i>
11. Provide password of the file and receive the signed Certificate of Acceptance	11. Provide the password of the file to the requesting party through phone call and receive the signed Certificate of Acceptance from the requesting party  11.1. Administer the Client Satisfactory Measurement Survey (CSMS) from per Committee on Anti-Red tape (CART) guideline.	none	10 minutes	<i>Raffy C Pocon</i>
Total		<b>None</b>	<b>5 days, 1 hour and 35 minutes</b>	

### 3.DATA SHARING WITH DSWD OBSUs -NAME MATCHING

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Citizen

<b>Who may avail:</b>	-Any member of the household 18 years old and above -Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member (In instances where the household is composed of minor members, only the eldest member may file the grievance.)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
• (1) Valid Identification Card/Proof of Identity		(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. Receive and record the request	1. Receive the request 1.1. Record the request in the DSWD EDTMS/ any other tracking system 1.2. Endorse request to the Regional Director	None	15 minutes	Mary Jean Jabonerot	
2. Provide instructions	2. Provide instruction to facilitate /review the request 2.1. Endorse it to the PPD CHief	None none	6 hours 2 hours	RD Mari-Flor A. Dollaga-Libang	
3. Provide recommendations	3.Provide recommendations in the request 3.1. Endorse to the assigned PDO to inform the client about the status of heir request	None	1 hour	COD Aldie Mae A Andoy	

<p>4. Approval/disapproval of data request</p>	<p>4. Status of the approval /disapproval of the data request based on the DSWD AO 19 s. 2021</p> <p>-Disapproved - Sign the letter of disapproval and endorse to the client. End of Process</p> <p>-Approval - client submits the NDA signed by the Head of Office (HOO) as Personal Information Controller (PIC) and the designated Data Privacy Officer (DPO) / Compliance Officer for Privacy (COP) to the NHTS</p>	<p>none</p>	<p>1 hour</p>	<p><i>RD Mari-Flor A. Dollaga-Libang</i></p> <p><i>Adelito T Mendoza</i></p>
<p>5. Review all documentary requirements</p>	<p>5. Review all documentary requirements including the NDA submitted by the client.</p> <p>- Non-Compliant - Inform the client regarding the incomplete requirement</p> <p>- Compliant</p> <p>a. Signed the NDA, then endorse to the Data Protection Officer (DPO) for signature.</p> <p>b. Once signed by the DSWD DPO, endorse it to</p>	<p>none</p> <p>none</p>	<p>2 hours</p> <p>1 hour</p>	<p>Raffy C Pocon</p>

	RITO for processing;			
6. Review of E-copy names as to format	6. The RITO reviews the electronic copy of names is compliant with the required template format: <ul style="list-style-type: none"> <li>- Non-Compliant - Inform the client about the findings via e-mail</li> <li>- Compliant - process the request within the set deadline depending on the volume or number of names to be matched</li> </ul>	none	1 hour  Processing of request:  5,000 and below is 1 day;  5,001 - 50,000 is 3 days  50,001- 400,000 is 7 days;  400,001- 1,000,000 is 20 days	<i>Raffy C. Pocon</i>
7. Secure the data  Prepare the Data Release Form  Draft the response Memorandum  Save the result in the storage	7. Secure the data by adding a password to the file  7.1. Prepare the Data Release Form  7.2. Draft the memorandum  7.3. Save the result in the CD, USB stick or hard drive. <ul style="list-style-type: none"> <li>- Other electronic storage device may apply as long as it is approved by the IT Head</li> </ul>	none	3 hours	<i>Raffy C. Pocon</i>

550

	Measurement Survey (CSMS) form per CART guideline			
Total	Turn around time	None	<i>For 5000 names and below - 2 days, 3 hours and 35 mins;</i> <i>For 5,001 - 50,000 names- 4 days, 3 hours and 35 mins;</i> <i>For 50,000-400,000 names - 8 days, 3 hours, 35 mins;</i> <i>Fr 400,001-1,000,000 names - 21 days, 3 hours, 25 mins;</i>	

#### 4.A SHARING WITH DSWD OBSUs -STATISTICS RAW DATA REQUEST

<b>Office or Division:</b>	National Household Targeting Section/Policy and Plans Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Citizen			
<b>Who may avail:</b>	-Any member of the household 18 years old and above -Any household member below 18 years old, with written authorization letter or government-issued ID of any adult HH member (In instances where the household is composed of minor members, only the eldest member may file the grievance.)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>(1) Valid Identification Card/Proof of Identity</li> </ul>		(Philhealth, SSS,LTO,BIR, Pag-ibig, Comelec)  National Household Targeting Section-Administrative Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive and record the request	1. Receive and record the request in the document transaction /tracking system	None	30 minutes	MARY Jean Jabonero



	1.1. Forward request to the Office of the PPD Chief			
2. Review and approval of request	2. Review the merit of the request based on AO 19 s. 2021. Upon approval of the request, endorse to NHTS	none	5 hours	COD Aldie Mae A Andoy
3. Input comments then endorse	3. Input comments then endorse to the NHTS Statistician	None	1 hour	COD Aldie Mae A Andoy
4. Provide instruction/s then forward for data generation	4. Provide instruction based on the data requested then forward to the Associate Statistician for data generation	none	1 hour	Adelito T Mendoza
5. Generate the requested data	5. If the request is: <ul style="list-style-type: none"> <li>- Not clear</li> <li>a. In case of vague data request, the Associate Statistician shall coordinate with the data users (thru emails, recorded calls or text ) to clarify the data requirement</li> <li>b. In case the requested data is not available in the Listahanan database, the Associate Statistician shall provide recommendation</li> </ul>	none	1 day	Marivic E Flores

	to the requesting party on other possible data available;  -Clear  5.1 Generate the requested data from the Listahanan database (in excel or in any format available)  5.2. Draft response letter / memorandum to the requesting party and attach routing slip			
6. Submit for approval	6. Review the generated statistical / raw data in case the generated data is:  -Not Accurate - return the generated statistical /raw data to the Associate Statistician for revision  -Accurate - Submit to PPD Chief for approval and data release	none	4 hours	<i>Marivic E Flores</i>   <i>Adelito T Mendoza</i>
7. Countersign response letter /memorandum	7. Countersign response letter /memorandum then endorse to the PPD Chief	none	1 hour	<i>COD Aldie Mae A Andoy</i>
8. Sign the response letter	8. Approval of the facilitated data request for release to the requesting party  -Not approved - Return the facilitated request to the NHTS for revision	none	5 hours	<i>OD Aldie Mae A Andoy</i>

	Approved - Sign the response letter /memorandum with he attached facilitated data request for release			
9. Track and facilitate release of approved data request abd CSMS form	<p>9. Track and facilitate the release of the approved data request t the requesting arty</p> <p>9.1. Administer Client Satisfactory Measurement Survey (CSMS) form during the release of approved data request</p> <p>9.2 Update and close transaction in the document /tracking system</p>	scanned document	30 minutes	Mary Jean Jabonerot
Total	Turn around time	None	3 days and 2 hours	

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
How feedbacks are processed	Every 1 <sup>st</sup> week of the month, your feedbacks are consolidated and summarized by the designated Admin Staff for onward submission to the Section Head and PPD Chief for approval and consolidation.
How to file a complaint	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form</i> from the receiving admin staff of the Section.
How complaints are processed	Complaints received are consolidated every 25 <sup>th</sup> day of every month and will be part of the agenda during the quarterly/ special meetings.
Contact Information of CCB, PCC, ARTA	<p>Concerned staff/requester may call the designated extension number:</p> <p><b>National Household Targeting Section</b></p>

	<p>3<sup>rd</sup> Floor, Pahigayon Building DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City Tel. Nos.: (085) 342-5619 to 20 loc. 247 Telefax: (085) 815-9173 E-mail: <a href="mailto:nhts.focrg@dswd.gov.ph">nhts.focrg@dswd.gov.ph</a> ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b></p> <p>SMS : 0908 881 6565 Call : 165 56 P 5.00 + VAT per call anywhere in the Philippines via PLDT landlines Email : <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Facebook : <a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a> Web : <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></p>
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# **ROTECTIVE SERVICE DIVISION**

## **Frontline Services**

## 1. Provision of Resource Person to DSWD Intermediaries and Stakeholders

Processing of requests for resource persons to capacitate intermediaries and stakeholders with the needed knowledge and skills to effectively implement social welfare and development and social protection programs and services that are responsive to the needs of different sectoral groups in the community.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - All Field Offices
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen
<b>Who may avail:</b>	DSWD intermediaries (local government units, non-government organizations, peoples' organizations, civil society organizations, academe) and stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo of Request		Requesting party		
Confirmation Letter/ Regret Letter/ Referral Letter		DSWD Field Office Capacity Building Section/Social Welfare Institutional Development Section		
Client Satisfaction Measurement Survey Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send request letter to DSWD		None		
	1. Receive, check and log the request letter.  Create a Routing Slip for the received request.	None	1 Hour	Records Section: Rommel O Medel & Levimar L. Patillas/Administrative Staff

	After recording, forward the request letter and the routing slip to the Office of the Regional Director (ORD).			
	2. Upon receipt at the ORD, record the received request.  Then, forward the request to the Regional Director for his/her action.	None	3 Hours	Maria Theresa Edar & Janelee Entrada – Admin. Staff/ORD
	3. Review the letter and provide instruction/s. Then, endorse the request letter to the SWIDS/ CBS Admin Staff.	None	3 Hours	Mari- Flor A. Dollaga/ Regional Director
	4. Receive and record the request letter, and forward it to the Section Head/OIC for review of the request.	None	3 Hours	Jastine Fe S. Tipay/CBS Administrative Staff
	5. Review the request and assign it to technical staff.	None	1 Hour	Anafe A. Lecciones/ CBS Section Head
	6. Review the completeness of the request.	None	15 minutes	Anafe A. Lecciones/ CBS Section Head  Jastine Fe S. Tipay/CBS Administrative Staff



	<p>7. If the details of the request are complete, identify a resource person by checking the directory of Core Group of Specialists</p> <p>If not complete, coordinate with the requestor to complete the details of the request through a request form.</p> <p><i>Note: If the request indicates preference in RP for the activity, the assigned CBS/ SWIDS staff shall still take a look at the available list and offer to change the RP if there will be an available RP on top of the preferred one.</i></p>	None	1 Hour and 45 minutes	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>
	<p>8. Once the senior specialist is identified per database/list, coordinate with the supervisor of the CGS member (Specialist)/ to inform and check on his/her availability.</p>	None	12 Hours	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>

	<p><i>Note: If the supervisor of the CGS member will not be able to respond within 5 hours, assigned CBS/SWIDS staff will e-mail the CGS member with the details of the request.</i></p> <p>If the senior specialist is not available, coordinate with the prospective RPs in the following order:</p> <ol style="list-style-type: none"> <li>1. Junior Specialist (JS)</li> <li>2. Program Focal (PF)</li> <li>3. SWDL Net Member</li> </ol> <p>If no RP is available, coordinate with the requestor and negotiate the date of the activity to suit the availability of the prospective RP and the requester.</p> <p>If the requester is amenable to changing the date, the same process of coordination, following the</p>			
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	sequence, will be done.			
	<p>9. Prepare and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the CB/SWID Section Head for review and initials.</p> <p>If no RP is available and the requester is not amenable to changing the date, prepare a letter of regret and the CSMS Form.</p>	None	2 Hours	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>
	<p>10. Review and forward the Routing Slip, Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to the Office of the Regional Director.</p> <p><i>with corrections:</i></p> <p>Return the Confirmation Letter/ Regret Letter, and draft RSO to the assigned CBS/ SWIDS staff.</p> <p><i>with no correction:</i></p> <p>Forward the Confirmation Letter/</p>	None	3 Hours	<p>Anafe A. Lecciones/ CBS Section Head</p> <p>Jastine Fe S. Tipay/CBS Administrative Staff</p>

	Regret Letter, and RSO to the PSD Chief/ Division Chief concerned.			
	<p>11. Review and approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter.</p> <p><i>if with corrections:</i> Return the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter to CBS/SWIDS Head.</p> <p><i>If with no corrections:</i> Approve the Confirmation Letter/ Regret Letter, and RSO/ Referral Letter then forwards to CBS/SWIDS Administrative Staff.</p>	None	3 Hours	Mari- Flor A. Dollaga/ Regional Director
	<p>12. Send the Confirmation Letter/ Regret Letter, and CSMS Form (google form) to the Requester, and RSO to the RP Supervisor/ Referral Letter to SWD L-Net Member.</p> <p>Record the details in the Logbook/</p>	None	1 Hour	Jastine Fe S. Tipay/CBS Administrative Staff

	Incoming Database.			
2. Accomplish CSMS Form then submit to the CBS/SWIDS Administrative Staff via email	13. Collect the accomplished CSMS Form (google form), convert it to PDF then forward the pdf copy to the Document Custodian via E-mail.  Encode the rest of the details of the request to the Database.	None		Jastine Fe S. Tipay/CBS Administrative Staff
	<b>TOTAL PROCESSING TIME:</b>	None	<b>34 Working Hours or 4 Days and 2 Hours</b>	

# **PROTECTIVE SERVICE DIVISION**

## **Non-Frontline Services**

## 1. 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 (SWIDB) email. However, parts of the Completion Report (i.e., Attendance Sheet, Executive Summary, and Proceedings) are also uploaded in CPDAS.

<b>Office or Division:</b>	Social Welfare Institutional Development Bureau (SWIDB) - Capability Building Division (CBD) & FO Caraga	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	All offices in DSWD Central Office (CO) and Field Offices (FOs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>A) CPD Application</b>		
1. CPD Application Form	PRC website <prc.gov.ph> or SWIDB Google Drive < <a href="https://tinyurl.com/PRC-SWIDB-CPDForms">https://tinyurl.com/PRC-SWIDB-CPDForms</a> >	
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	
8. Certificate of Participation	PRC website or SWIDB Google Drive	



9. Letter of Undertaking		SWIDB Google Drive		
Additional Requirements for Online Learning				
10. Declaration of Minimum Technical Requirements		SWIDB Google Drive		
11. Privacy Policy		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		Proponent Office (CO or FO)		
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		Proponent Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1A) CPD Application				
1.Submit the CPD Application requirements through email to < cbs.focrg@dswd.gov.ph >	1.1 Accept and track the CPD application	None	3 Hours	CPD Technical Staff:  Eval B. Makinano (POIII) and Anafe A. Lecciones (TS III)
	1.2 Update the CPD monitoring sheet and review the Application documents per	None	5 Days	CPD Technical Staff: Karl Kevin Bacon (AA II)

	PRC and DSWD standards			
	1.3 Forward the initial review checklist to the Proponent	None	3 Hours	<i>Anafe A. Lecciones (TS III)</i>  CPD Technical Staff: Karl Kevin Bacon (AA II)
2. PO submits revised files based on SWIDB's/CBS Initial Review	2.1 After the proponent's revision, review and finalize the application  <b>If complete and compliant,</b> proceed to Step 2.2.  If not, return to the proponent until complete.	None	3 Days	<i>Anafe A. Lecciones (TS III)</i>  CPD Technical Staff: Karl Kevin Bacon (AA II)
	2.2 Forward the merged CPD Application Requirements to the Capability Building (CBS) Section Head/ Division Chief for final review	None	3 Hours	<i>Anafe A. Lecciones (TS III)</i>  CPD Technical Staff: Karl Kevin Bacon (AA II)

	<p>2.3 Review and affix initials on the Application documents.</p> <p>If there are concerns/comments from the CBS, relay to the proponent (if needed) and respond.</p> <p>Forward the signed file to the DSWD CPD Focal Person</p>	None	4 Hours	<p><i>Anafe A. Lecciones (TS III)</i></p> <p>Eval B. Makinano (POIII)</p> <p>CPD Technical Staff: Karl Kevin Bacon (AA II)</p>
	<p>2.4 Review and sign the Application documents</p> <p>If there are concerns/comments from the DSWD CPD Focal Person, relay to the proponent (if needed) and respond.</p>	None	4 Hours	<p><i>Anafe A. Lecciones (TS III)</i></p> <p>Eval B. Makinano (POIII)</p>
	2.5a Upload the final PDF application attachments to SWIDB Google Drive – CPD Folder	None	4 Hours	CPD Technical Staff: Karl Kevin Bacon (AA II)
	2.5b Upload the requirements online via CPDAS	None	1 Day	CPD Technical Staff: Karl Kevin Bacon (AA II)

	<p>2.6 Track the submitted application.</p> <p>If PRC has comments on the submitted application, CPD Technical Staff shall immediately inform the Proponent to comply within 2 working days.</p> <p>FOs that are accredited CPD providers must submit to their corresponding PRC Regional Office.</p>	None	N/A	CPD Technical Staff: Karl Kevin Bacon (AA II)
3. Submit required documents per PRC-NCR's evaluation	3.a Receive required documents from the Proponent per PRC's evaluation and submit to PRC	None	2 Days	CPD Technical Staff:  CPD Technical Staff: Karl Kevin Bacon (AA II)
	3.b Update the monitoring sheet in Google Drive	None	3 Hours	CPD Technical Staff: Karl Kevin Bacon (AA II)
	3.c Upon PRC accreditation, e-mail the proponent office	None	1 Day	Anafe A. Lecciones (TS III)

	on the status of their submitted application.			CPD Technical Staff: Karl Kevin Bacon (AA II)
<b>SUBTOTAL PROCESSING TIME:</b>		None	<b>15 working days</b>	

**1B.) CPD Completion Report**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CPD Completion requirements through email to < cbs.focrg@dswd.gov.ph >	1.1 Accept and track the Completion Report	None	1 Hour	Anafe A. Lecciones (TS III)  CPD Technical Staff: Karl Kevin Bacon (AA II)
	1.2 Review the Completion documents per PRC and DSWD standards	None	2 days	CPD Technical Staff:  Anafe A. Lecciones (TS III)
	1.3 Forward the initial review checklist to the Proponent	None	1 Hour	Anafe A. Lecciones (TS III)
2. PO submits revised files based on SWIDB's Initial Review	2.1 After the proponent's revision, review and finalize the completion documents  If complete and compliant,	None	1 Day	CPD Technical Staff:  Anafe A. Lecciones (TS III)

	proceed to <b>Step 2.2.</b>  If not, return to the proponent until complete.			
	2.2 Forward the merged CPD Completion Requirements to Division Chief (Capability Building Division) for review and initials	None	1 Hour	<i>Anafe A. Lecciones (TS III)</i>  Eval B. Makinano (POIII)
	2.3 Review and affix initials on the Completion documents  If there are concerns/comments from the CBD-DC, relay to the proponent (if needed) and respond.  Forward the signed file to the DSWD CPD Focal Person	None	3 Hours	<i>Anafe A. Lecciones (TS III)</i>  Eval B. Makinano (POIII)  Karl Kevin Bacon (AA II)
	2.4 Review and sign the Completion documents          If there are concerns/comments from the	None	3 Hours	<i>Anafe A. Lecciones (TS III)</i>  Eval B. Makinano (POIII)

	DSWD CPD focal person, relay to the proponent (if needed), then respond.			
	2.5a Upload the final PDF completion attachments to SWIDB Google Drive – CPD Folder	None	1 Hour	Karl Kevin Bacon (AA II)
	2.5b Upload the requirements online via CPDAS	None	2 Hours	Karl Kevin Bacon (AA II)
	2.6 Update the monitoring sheet in Google Drive	None	1 Hour	Karl Kevin Bacon (AA II)
	2.7 Upon submission of the completion report, email the proponent on the status and include the Client Satisfaction Measurement Survey (CSMS)	None	1 Hours	Karl Kevin Bacon (AA II)
	2.8. Technical staff process the CSMS responses and include them in the CSM Report (CSMR).	None	1 Hour	Jastine Fe. Tipay
<b>SUBTOTAL PROCESSING TIME:</b>		None	5 working days	
<b>TOTAL PROCESSING TIME:</b>		None	<b>20 Working Days</b>	



## 2. KEC/RLC Conference Room Reservation and Use

Reservation and use of the Knowledge Exchange Center (KEC) / Regional Learning Commons conference rooms for knowledge sharing, meetings and examinations for applicants via electronic mail or phone call.

<b>Office or Division:</b>	FO Caraga -Regional Learning Commons (RLC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DSWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		RLC		
Logbook		RLC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of conference rooms.		None		
	1. Receive inquiry of the client.	None	5 minutes	Jastine Fe S.Tipay / AA II

	2. Check the Calendar for the availability of rooms.  <b>If available,</b> reply in the email confirming availability with the link to the <b>Online Reservation Form</b> with reminders of room guidelines.  <b>If not available,</b> inform the client of its non-availability.	None	20 minutes	Jastine Fe S.Tipay / AA II  Kristine April B.Tumale/ Librarian
2. Accomplish <b>Online Reservation Form.</b>		None		
	3. Perform booking in DSWD PORTAL Calendar. / Facilitate bookings and reservation	None	15 minutes	Jastine Fe S.Tipay / AA II  Kristine April B.Tumale/ Librarian
	4. Send an email confirming the reservation with the details of the reservation. /The DSWD Portal will automatically send a confirmation email	None	20 minutes	

3. Receive email confirmation.		None		
	5. Request the client to register in the logbook/QR Code upon entering KEC.	None	10 minutes	Kristine April B.Tumale/ Librarian
4. Register in a logbook or through QR code.		None		
	6. After use of the Conference Room, request the client to accomplish CSMS.	None	5 minutes	Kristine April B.Tumale/ Librarian
5. Accomplish CSMS.		None		
<b>TOTAL PROCESSING TIME:</b>		None	<b>75 minutes or 1 hour and 15 minutes</b>	

### 3. Borrowing and Returning of KEC/RLC Materials and Collections

Borrowing of reading materials and other references from the Knowledge Exchange Center (KEC) done by DSWD employees.

<b>Office or Division:</b>	FO Caraga -Regional Learning Commons (RLC)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen
<b>Who may avail:</b>	DSWD employees, other government workers/agencies, and private individuals/organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID		Requesting Party		
2. Logbook/QR Code		RLC		
3. KEC database/accession record		RLC		
4. Book Card		RLC		
5. Date Due Slip		RLC		
A. BORROWING				
A.1 For Internal Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of book/material.		None		
	1. Receive inquiry on the availability of book/material.	None	5 minutes	Kristine April B.Tumale/ Librarian
	2. Request the client to provide ID.	None	5 minutes	Kristine April B.Tumale/ Librarian
2. Provide proof of identification.		None		
	3. Request client to register in the logbook or through QR code.	None	10 minutes	Kristine April B.Tumale/ Librarian
3. Register in the logbook or through QR code.		None		

	4. Check availability of book/material in database/ record.	None	20 minutes	Kristine April B.Tumale/ Librarian
	5. <b>If available</b> , check if it is a circulating or non-circulating book/material.  <b>If not available</b> , inform its non-availability and/or refer to other RLRCs/ libraries.	None	10 minutes	Kristine April B.Tumale/ Librarian
	6. <b>If circulating material (allowed to be read at home)</b> , conduct a physical inspection in front of the client and discuss the condition of the book/ material.;  <b>If not circulating material (for room use only)</b> , inform for "Room Use" only and/or photocopy part of the material.	None	13 minutes	Kristine April B.Tumale/ Librarian

	7. After photocopying, request the client to fill out CSMS (print/Google form).	None	2 minutes	Kristine April B.Tumale/ Librarian
4. Accomplish CSMS (print or Google form).		None		
	8. If the book/material is to be borrowed for home reading, request the client to fill out the Book Card (Date Borrowed/ Name and Office).	None	10 minutes	Kristine April B.Tumale/ Librarian
5. Accomplish Book Card.		None		
	9. Update Borrower's Matrix and Date Due Slip.	None	15 minutes	Kristine April B.Tumale/ Librarian
	10. Release the book/material to the client and advise the date of return (Date Due).	None	5 minutes	Kristine April B.Tumale/ Librarian
6. Receive the book/material.		None		
<b>TOTAL PROCESSING TIME:</b>		None	<b>95 minutes or 1 hour and 35 minutes</b>	

## A. BORROWING

### A.2 For External Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of book/material.		None		
	1. Receive inquiry on the availability of book/material.	None	5 minutes	Kristine April B.Tumale/ Librarian
	2. Request client to provide ID.	None	5 minutes	Kristine April B.Tumale/ Librarian
2. Provide proof of identification.		None		
	3. Request client to register in the logbook or through QR code.	None	10 minutes	Kristine April B.Tumale/ Librarian
3. Register in a logbook or through QR code.		None		
	4. Check availability of book/material in database/ record.	None	20 minutes	Kristine April B.Tumale/ Librarian



	<b>5. If available,</b> inform for "Room Use" only and/or photocopy part of the material.  <b>If not          available,</b> inform its non- availability and/or refer to other RLRCs/ libraries.	None	8 minutes	Kristine April B.Tumale/ Librarian
	7. Request the client to fill out CSMS (print/Google form).	None	2 minutes	Kristine April B.Tumale/ Librarian
4. Accomplish CSMS.		None		
<b>TOTAL PROCESSING TIME</b>		None	<b>50 minutes</b>	

## B. RETURNING

### For Internal Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Request the client to register in a logbook or through QR code.	None	10 minutes	Kristine April B.Tumale/ Librarian
1. Register in a logbook or through QR code.		None		
2. Surrender the book/material to be returned.		None		

	2. Inspect the book/material to be returned.	None	5 minutes	Kristine April B.Tumale/ Librarian
	3. Request the client to fill out the Book Card (date returned and signature).	None	10 minutes	Kristine April B.Tumale/ Librarian
3. Accomplish Book Card.		None		
	4. Write the time of return in the same column and initial sign.	None	5 minutes	Kristine April B.Tumale/ Librarian
	5. Return the Book Card to its pocket.	None	5 minutes	Kristine April B.Tumale/ Librarian
	6. Update Borrowers' Matrix and sign in the Date Due Slip.	None	10 minutes	Kristine April B.Tumale/ Librarian
	7. Request the client to accomplish CSMS and return the book/material on its shelf.	None	5 minutes	Kristine April B.Tumale/ Librarian
4. Accomplish CSMS.		None		
	<b>TOTAL PROCESSING TIME:</b>	None	<b>50 minutes</b>	

#### 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.
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	Contact information: (085) 342-5619 local 131
How feedback is processed	<p>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.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box at 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"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 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 Student Training Coordinator 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	For inquiries and follow-ups, clients may contact the following telephone number: (085) 342-5619 local 131
Contact Information of CCB, PCC, ARTA	<p><b>Anafe A. Lecciones</b>          Training Specialist III/Head, Capacity Building Section          DSWD Field Office Caraga          R. Palma St., Butuan City          (085) 342-5619 to 20</p> <p>Email Address: focrg@dswd.gov.ph</p> <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          PCC: 8888</p> <p><b>CONTACT CENTER NG BAYAN:</b>          SMS : 0908 881 6565          Call : 165 56          P 5.00 + VAT per call anywhere in the</p>

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

Office	Address	Contact Information
<b>Promotive Services Division</b>		
Office of the Promotive Services Division Chief	3 <sup>rd</sup> Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Pantawid Pamilyang Pilipino Program Program Management office	3 <sup>rd</sup> Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 119
Pantawid Encoding Station	3 <sup>rd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 120
KALAH! CIDSS Program Management office	2 <sup>nd</sup> Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 108 or 109
Sustainable Livelihood Program Management office	1 <sup>st</sup> Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 125
<b>Protective Services Division</b>		
Office of the Protective Services Division Chief	1 <sup>st</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 106
Community-Based Section		Tel. Nos.: (085) 303-8620 loc. 106
Supplementary Feeding Program Management Office		Tel. Nos.: (085) 303-8620 loc. 106

Social Pension Program Management Office		Tel. Nos.: (085) 303-8620 loc.
Adoption Resource and Referral Unit		Tel. Nos.: (085) 303-8620 loc. 115
Minors Travelling Abroad		Tel. Nos.: (085) 303-8620 loc. 115
Center-Based Section		Tel. Nos.: (085) 303-8620 loc. 115
Capacity Building Section	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 131
Regional Learning Commons	3 <sup>rd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 132
Crisis Intervention Section	1 <sup>st</sup> Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 103
<b>Policy and Plans Division (PPD)</b>		
Office of the PPD Chief	3 <sup>rd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 247
Policy Development and Planning Section	2 <sup>nd</sup> Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 244
National Household Targeting Section	3 <sup>rd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 247
Information and Communications Technology Section	4 <sup>th</sup> floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620
Standards Section	2 <sup>nd</sup> Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 105
<b>Disaster Response Management Division (DRMD)</b>		
Office of the DRMD Chief	3 <sup>rd</sup> Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 106 or 115
Disaster Response and Rehabilitation Section	Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 238

Disaster Response Information and Management Section		Tel. Nos.: (085) 303-8620 loc. 238
Regional Resource Operation Section		Tel. Nos.: (085) 303-8620 loc. 238
Financial Management Division (FMD)		
Office of the FMD Chief	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 104
Accounting Section		Tel. Nos.: (085) 303-8620 loc. 104
Budget Section		Tel. Nos.: (085) 303-8620 loc. 104
Cash Section	1 <sup>st</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 118
Administrative Division		
Office of the Admin Division Chief and OIC ARDA	1 <sup>st</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 129
Property and Supply Section	1 <sup>st</sup> Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 243
Reproduction Room		Tel. Nos.: (085) 303-8620 loc. 214
Records Management Section		Tel. Nos.: (085) 303-8620 loc. 240
Dormitory	2 <sup>nd</sup> Floor, Pag-amoma Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 122
Guard on Duty	Main Entrance DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 124
Public Assistance and Complaints Center		Tel. Nos.: (085) 303-8620 loc. 245
Procurement Section	1 <sup>st</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 101
General Services Section		Tel. Nos.: (085) 303-8620 loc. 117
Human Resource Management and Development Division		
Office of the Division Chief, HRMDD	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 113
Personnel Administration Section		Tel. Nos.: (085) 303-8620 loc. 113
Learning and Development Section		Tel. Nos.: (085) 303-8620 loc. 113
Human Resource Planning and	2 <sup>nd</sup> Floor, Pag-Amoma Building, DSWD Caraga, R.	Tel. Nos.: (085) 303-8620 loc. 114

Performance Management Section	Palma Street, Barangay Dagohoy, Butuan City	
Human Resource Welfare Section		Tel. Nos.: (085) 303-8620 loc. 114
Office of the Regional Director		
Office of the Regional Director	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 248
Social Technology Unit	3 <sup>rd</sup> Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Internal Audit Section	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 248
Social Marketing Section	3 <sup>rd</sup> Floor, Lumilihok Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 loc. 126
Legal Services Section	2 <sup>nd</sup> Floor, Pahigayon Building, DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 Loc. 242
PACCDO	Main gate DSWD Caraga, R. Palma Street, Barangay Dagohoy, Butuan City	Tel. Nos.: (085) 303-8620 Loc. 245

Approved by:



**MARI-FLOR A. DOLLAGA-LIBANG**  
 Regional Director